

# Diane Gorou, Customer Service Representative

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## SUMMARY

Dynamic Customer Support Agent with over four years of experience in providing exceptional remote assistance for mobile and internet services. Skilled in technical issue resolution, billing inquiries, and CRM management, consistently improving customer satisfaction. Successfully managed an array of inquiries through voice, chat, and email, demonstrating adaptability and service excellence. Eager to leverage expertise in customer service and data entry to contribute effectively to team success.

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## WORK EXPERIENCE

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|-------------------|--|---------------------------|
| 03/2021 – 05/2025 | <b>Remote Customer Support Agent – Mobile &amp; Internet Services, Orange Burkina Faso</b>   | Ouagadougou, Burkina Faso |
|                   | <ul style="list-style-type: none"><li>• Delivered exceptional support to mobile and internet customers across Burkina Faso.</li><li>• Resolved technical issues, including SIM activations, APN configurations, and mobile data setups.</li><li>• Assisted clients with queries regarding billing, plan modifications, and service availability.</li><li>• Escalated unresolved technical concerns to Tier 2 support and monitored ticket progress.</li><li>• Facilitated service delivery through voice calls, live chat, and email channels, utilising internal CRM systems.</li></ul> |                           |
| 02/2019 – 03/2021 | <b>Technical Coordination Assistant – Internal Support (Hybrid), Ericsson Burkina Faso</b>   | Ouagadougou, Burkina Faso |
|                   | <ul style="list-style-type: none"><li>• Supported internal teams with document management, scheduling, and project tracking.</li><li>• Coordinated communications between field engineers and project managers, enhancing project workflows.</li><li>• Tracked records of service operations and network upgrades, ensuring data accuracy.</li><li>• Contributed to the optimisation of workflows in a high-tech environment.</li></ul>  |                           |

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## EDUCATION

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| 2008 – 2013 | <b>ESMT</b><br><b>Master's degree, Telecommunications</b>  | Dakar, Senegal |
|             | <ul style="list-style-type: none"><li>• Conducted extensive studies in telecommunications systems and technologies, focusing on both theoretical and practical applications.</li></ul> |                |
| 2014 – 2015 | <b>ASECNA</b><br><b>Air Traffic Control Diploma</b>  | Niamey, Niger  |
|             | <ul style="list-style-type: none"><li>• Completed training in air traffic control principles and procedures, acquiring essential skills for aviation management.</li></ul>             |                |

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SKILLS	CRM (Salesforces, Zendesk)	Word
	Excel	Powerpoint
	Outlook	Remote work
	Live Chat	Data Analysis
	Conflict Resolution	Time Management
	Team Collaboration	Problem Solving
	Customer Retention	Data Entry
	Communication Skills	Analytical Skills
	Self-Motivation	Attention to Detail
	Active Listening	Summarization Skills
	Administrative Skills	
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LANGUAGES	English (Proficient)	French (Native)