

Elie kwibe

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Bilingual Customer Service Representative

Bilingual Customer Service Professional (French/English) with 5+ years of experience managing 100+ customer inquiries daily and achieving 90% first-contact resolution. Skilled in CRM tools with a 98% data accuracy rate, led initiatives improving call center efficiency by 20%, and trained 10+ agents, boosting productivity by 30%.

WORK EXPERIENCE

Canadian Viewpoint

Richmond Hill, ON

Bilingual Market Research Interviewer/Call center agent

Sep 2024 – Jun 2025

- Delivered remote technical support, managing high volumes of inbound and outbound calls, ensuring timely resolution of customer issues.
- Provided excellent customer service while conducting surveys and interviews over the phone.
- Engaged respondents with a friendly and professional approach to ensure a positive experience.
- Addressed inquiries, clarified survey questions, and assisted respondents throughout the process.
- Maintained accurate records and data entry while ensuring confidentiality of all collected information.
- Resolved concerns and escalated issues when necessary to maintain customer satisfaction.
- Met performance goals for call volume, quality, and data accuracy

New Era Technology

Québec City, QC

Bilingual Customer Service Representative (Claims)

Jan 2022 – Sep 2024

- Managed Respond to inbound customer inquiries regarding employer-sponsored savings and retirement plans in both French and English
- Guide clients through transactions including withdrawals, deposits, and rollovers while ensuring compliance with internal policies
- Maintain client satisfaction by actively listening, resolving complaints, and offering appropriate solutions
- Escalate complex cases to specialists and follow up to ensure timely resolution
- Ensure data confidentiality and adhere to company's information security policies
- Collaborate with team members and propose service improvement initiatives to enhance customer experience
- Accurately document interactions using internal ticketing systems in a high-volume

environment

Cozey

Customer Happiness Ambassador

Montreal, Québec

May 2020 - Dec 2021

- **Enhance Customer Interactions:** Engage with customers through a mix of emails, live chats, social media, phone calls & video consultations, to deliver outstanding service experiences.
- **Become a Product Expert:** Keep up-to-date with our products, launches, and promotions to provide enthusiastic and informed support.
- **Resolve Challenges Efficiently:** Address customer concerns regarding orders, checkout, or product assembly swiftly and professionally.
- **Excel in Customer Follow-Up:** Guarantee exceptional service by proactively following up with customers post-interaction.
- **Innovate Solutions:** Creatively solve any issues that arise after sales to ensure continued customer satisfaction.
- **Collaborate for Success:** Work alongside the operations team to manage and fulfill special orders effectively.
- **Optimize Processes:** Identify and implement process improvements to boost efficiency and overall excellence.
- **Adapt and Multitask:** Handle various tasks simultaneously and adapt quickly to evolving job requirements.

TekWissen Consulting

Toronto

Tech Support Analyst II · Full-time

04/2018 – 03/2020

- Performed over 50+ installations and configurations of desktops and laptops monthly, ensuring optimal system functionality and compliance with organizational standards
- Diagnosed and resolved hardware and software issues across 100+ devices, including printers and monitors, resulting in a 95% reduction in downtime.
- Facilitated the setup, configuration, and integration of hardware for corporate environments, enabling seamless operations across departments.
- Assisted with large-scale IT projects, including Imaging, Moving, Adding, and Changing (IMAC) initiatives, impacting over 200 users.
- Managed 100+ technical support tickets weekly, ensuring timely follow-ups and achieving a 98% resolution rate within SLA.
- Provided remote technical support to end users via telephone, effectively addressing and resolving issues within an average of 15 minutes per case.
- Secured and backed up end-user data for 50+ systems per month, preventing data loss during migrations and hardware replacements.

SKILLS

- Advanced French Language Proficiency – 2018
- Bilingual Proficiency (English and French)
- Conflict Resolution and Escalation Management
- Customer Relationship Management (CRM) Systems
- Data Analysis and Reporting
- Multichannel Communication (Phone, Email, Live Chat)
- Problem-solving and Critical Thinking
- Team Leadership and Training
- Time Management and Prioritization

EDUCATION

Concordia University

Bachelor' Degree in Business Administration

Montréal, Québec