



TSAMO SONGO YVAN PRINCE

CUSTOMER SUPPORT

CONTACT

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EDUCATION

2024-2025

INNOV ACADÉMIE

- Bachelor's degree in Digital Marketing ongoing

2022-2023

GBHS MAMBANDA

- GCE ADVANCED LEVEL Science Series

SKILLS

- Mastery of best practice in service Management
- Excellent communication skill
- Fluency in French and English
- Excellent Command in KYC Management
- Perfect Command of Office suite software
- Perfect Command of ticket and project tracking software - JIRA
- Fluency in French and English

PROFILE

Skilled in resolving inquiries, handling complaints, and delivering solutions in a timely and professional manner. Strong communicator with a focus on customer satisfaction and retention. I believe in hard work with passion to achieve one's purpose and be of help or value to the society and adapt at working in fast paced environments to meet client needs.

WORK EXPERIENCE

Maviance PLC

JUNE 2024 - CURRENTLY

Customer Support Assistance

- Providing multi-channel support to users by telephone, email, WhatsApp and Jira to respond to their queries - Supervision of information authentication (KYC) to ensure regulatory
- Supervision of information authentication (KYC) to ensure regulatory compliance for all partners and Agent
- Ensuring that all customer complaints are recorded and well categorized (WhatsApp, Email, Service Desk, Phone, Agent Visit) in the jira system daily basis
- Assisting deployment and test new functions and document bugs and change requests
- Ensuring the following up of Maviance Webpay Users via Whatsapp, Calls and Sms.
- Ensuring Transactions are Operational with Success by Monitoring each services and detect incidents.

CERTIFICATIONS

- SIX SIGMA
- POWER BI
- CUSTOMER RELATIONSHIP MANAGEMENT
- SOFTWARE TESTER