SERY ROBINSON GBEHON

Mobile number: (+225) 0103725867 / Skype: Robby Sery
robbysery10@gmail.com / WhatsApp:(+66) 855072049
https://www.linkedin.com/in/sery-robinson-gbehon-7a6632193/

BILINGUAL CUSTOMER SERVICE REPRESENTATIVE - TEAM LEADER
ADMINISTRATIVE ASSISTANT (ENGLISH / FRENCH)

SKILLS AND ASSETS:

- Dynamic and good multi-task abilities with 3 years' international experience in Stock management and Project Management Assistance in the Import-Export sales field,
- 12 years' experience in onsite and remote Customer Support and Telesales, Business Development including at least 4 years' experience in the USA and Canadian Customer Service markets in English and in French, and at least 8 years' international experience in Telemarketing mainly in the BPO industry,
- Good sense of initiative and pro-activity with Excellent written and verbal communication and Customer Service Management Skills, and a great ability to handle a large number of live Emails or Chats and Inbound or Outbound Calls daily, with a strong motivation to get Clients' Satisfaction,
- Up to 3 active years in International Humanitarian field in Asia precisely in Thailand–Bangkok city
- Perfectly Bilingual in English - French, and a bit Conversant in Thai and Spanish languages, with a great passion for delivering exceptional Customer Service,
- Genuinely Empathetic professional, with Great customer-first and result-oriented mindset, capable of working under pressure with strong motivation to achieve assigned job mission independently or in a teamwork environment,
- Active listener with Excellent Decision-making Ability and Problem-solving Skills, eager to working in multilingual or multicultural environment with great ability to learn new work methods to progress,
- Excellent interpersonal skills with also good marketing, negotiation, and Sales Assets in B2B – B2C fields,
- **Computer Knowledge:** Word, Excel, Outlook, Good Knowledge of Microsoft Office, and CRM (Customer Relationship Management) tools such as Zoom, Slack, Zendesk, Microsip, GoHighLevel, Vicidial, Bitrix24, Google Hangout, Goautodial, RingCentral.

PROFESSIONAL EXPERIENCE:

December 2023 – April 2025: Remote Appointment Setter – Sales Representative for Celer Capital Consortium (Based in the US) proposing Marketing Consulting and Payment processing subscriptions (Such as POS machines etc.) to Companies and Businesses in the US,

- Properly handled at least 200 inbound and outbound calls daily, and follow-ups to prospective and existing customers,
- Qualified leads and scheduled appointments professionally for the Sales Team based on set criteria, and Maintained accurate and up-to-date records of all interactions in the CRM system,
- Handled objections and rejections Efficiently, and Professionally Coordinated with the Sales Executives and other departments to ensure a seamless client experience,
- Successfully Achieved weekly, and monthly appointment setting targets and KPIs. (After 2 months successfully exceeded KPIs which was 10 appointments per week)

Battworld Solutions based in Phuket city - Thailand
April 2023 - September 2023
Senior Customer Care Specialist – French Bilingual

- I have Responded professionally and in a timely manner to customer concerns (primarily inbound calls and also encompassed outbound calls, email, etc.) in Europe and North America for their online Financial Transactions.
- Successfully Achieved individual performance objectives and standards that help meet departmental objectives and organizational service level agreements.
- Professionally Assisted Team Leaders in taking personal responsibility and actively participated in ensuring that knowledge of products, services, procedures and systems is comprehensive and up to date.
- Excelled in Proposing innovative strategies aimed at persuading customers to retain their memberships, fostering long-term relationships with the company.

HAOTAI INTERNATIONAL GROUP - Thailand
September 2022 – March 2023 Internet Marketing (Crypto-sales)

- **Bilingual Sales Executive – Customer Service in Chiang Mai city-Thailand:**

- **I have Ensured the good promotion, information, and sales of crypto-currencies investment packages through a daily large number of chats, emails, on the company platform to customers based in Europe and North America in an accurate and efficient manner on every email or chat interaction as measured by different performance metrics,**
- **After 2 months, thanks to my result-oriented mindset, my passion for delivering exceptional customer service and my great ability to build trust with customers, I have successfully got 92% CSAT score (Customer Satisfaction Score) .**

PROSPECTEO (Call Center) based in Canada – Montreal
April 2019 - May 2022

Bilingual Customer Service Representative – Remote Telemarketer in Abidjan city

- I have Ensured the good customer relationship by receiving a maximum of 50 inbound calls (customer requests), and by making 150 outbound calls (Cold Calls) in English and French to customers based in Canada and USA, and Provided them with solutions according to their needs or expectations,
- After 3 months, successfully started to exceed my monthly appointment booking goal for a few Canadian and American realtors that partnered with the company. Thanks to my excellent communication, negotiation and interpersonal skills, I have succeeded to be rewarded during 6 months as the Best Bilingual Sales Representative for the highest number of appointments booked per month.

January 2020 – September 2022: Freelance - Bilingual Travel Coordinator and Marketing Promoter in Abidjan city for the Asian Continent for the Ivory Coast Business Consulting company (ICB Consulting) under "Le Programme Conquistador'' which is a program that promotes and organizes business travel missions in the world to enable Businessmen, Entrepreneurs and Companies in West Africa to find out new business opportunities or partnerships around the world,

• I have Properly Promoted and Advertised ''Programme Conquistador'' activities in Asia and their agenda through social media and advertisement companies based in Ivory Coast,

• Professionally Coordinated meeting arrangements and visits of business travelers into the Asian local markets andfactories.

• Within 3 months, successfully sold 45 Asian Business Trips to some Entrepreneurs and Companies based in a few West African countries.

May 2018 – February 2019: Customer Advisor for the famous European international Call Center Company named WEBHELP based in Ivory Coast – Abidjan city.

• I have Professionally Advised, Processed customer requests and Provided them with solutions according to their needs in TV channels subscription by making outbound calls (Cold Calls), or by receiving inbound calls (Customer requests or complaints) from customers based in France, onsite in the office for the company representation in Abidjan.

• Also succeeded to sell TV channel subscription packages to our customers in France, and have been rewarded during my second month with a financial bonus and a special present as the Best Customer Advisor thanks to my Excellent Customer Satisfaction Score which was 94.

November 2015 - February 2017: Bilingual Administrative Assistant - French Interpreter in the Socio-Medical Department for the Bangkok Refugee Center (BRC) which is a UNHCR agency in Thailand– Bangkok city

- I have Properly Interpreted and Translated documents and communications between French-speaker clients and the Agency, Assisted the senior Secretary by recording customer visits in the registry books and saving this data in the computer,
- Warmly Received and Informed clients about the procedure to be received by the nurses or the Agency Social Service using my Genuine, Empathetic, Kind and Interpersonal Assets. It was one of the main reasons I was frequently chosen by the Agency Management to be part of the Agency Delegation which was responsible for visiting twice per month refugees hosted in public hospitals, orphanages and refugee accommodations in Bangkok city,

October 2014 – July 2015: Bilingual Stock Operator – Administrative Assistant (Service Desk)

In the industrial area of Chon Buri city in Thailand for Chuk Panawan Trade Center,

- I have Professionally Received and Registered purchase orders from English-speaking and French-speaking countries and Ensured their arrival in the warehouses, Handled the first-line troubleshooting of concerns raised by our local Partners and our English speaking and French speaking customers worldwide,
- Properly Ensured the arrival of stocks in the warehouses under my responsibility, and then Assisted the Sale Managers in their trading and negotiation process,
- Successfully Contributed to maintain our former and new customers by using my Excellent Organizational and Customer Management skills combined with my Passion for Customer Satisfaction to avoid customer churn.

June 2012 – August 2014: Bilingual Sales Representative and Project Manager French Assistant for the Representation of the Hong Kong international Company named CHING TAO Import-Export Company in Thailand - Bangkok city

- I have Planned, Coordinated and Oversaw the Company Import-Export Operations and Sales in English speaking and French speaking countries, also Assisted the Senior Project Manager on his Projects,
- After 3 months, as a B2B deal, Succeeded to allow my company to spread into 3 New European Countries (Sweden, Belgium, Switzerland), and 2 African countries (Senegal, Malawi), by successfully selling 12 Import-Export contracts to some companies and Entrepreneurs in those countries. It was one of the main reasons I have been appointed as the Project Manager French Assistant and have been chosen to also train the company's new Bilingual Sales Representatives.

June 2008 – October 2011: Sales Representative in life insurance for the International American Insurance Company named BENEFICIAL LIFE INSURANCE COMPANY in Ivory Coast-Abidjan city.

- I have Promoted life insurance, prospected (using Cold Calling and Appointments Setting techniques), and Developed new markets portfolio by selling life insurance contracts,
- After 4 months, as a B2C and B2B deal, Succeeded to sell life insurance contracts to 12 Company Managers and their Staff, 6 Military Units, some Entrepreneurs, and regularly Exceeded my monthly Sales Goal.

EDUCATION AND TRAINING:

2008: Bachelor's Degree in English and Linguistic at North Atlantic International University

of Grand - Bassam.

2004: High School Diploma at College Moderne Saint-Francois in Abidjan city.

May 2015: Certificate of Training Completion on Community Interpreting for Migrants, Asylum Seekers, and Refugee Settlement, organized by UNHCR Representation in Thailand, the American University in Cairo, the Asia Refugee Rights Network, and the Refugee Council Australia at Chulalongkorn University in Bangkok-Thailand.

May 2015: Basic Skills Certificate in Psychosocial Counseling Training at Jesuit Refugee Service - Thailand.

HOBBIES AND INTERESTS:

- Music, Internet, Travelling and Sport.
- E-business, Import-Export Business,
- Member of **CCI-France China**, which is a worldwide network of France Chamber of Commerce that promotes the business development of French companies in China.