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SUMMARY

I am a multi-lingual project manager, treasurer, linguist and technical support specialist with a strong background in translation, public relations, economics, governance and sociolinguistics. I have over 14 years' experience in customer service, technical support and translation. I have also developed advanced expertise in the fields of technical support, service centres and project management. I have advanced knowledge of TCP/IP, VPNs, and CRM systems (Sales force). My in-depth capacity for problem solving and multilingual abilities coupled with my vast and diverse social network conglomerate has allowed me the potential to become a high performer in trade and public relations in South Africa and abroad.

I take great interest in remaining up skilled, trained, informed and moreover, while my on-the-job experience has afforded me a well-rounded skill set, including first-rate problem solving and communication skills, I excel at (1) technical support and handling complex issues in both Italian and French, (2) Remaining up-to-date on the latest technologies and solutions, (3) Updating and maintaining accurate documentation and (4) Telephone and email etiquette.

I confidently confirm and acknowledge that I have high levels of self-discipline, work independently as well within a team and I tackle challenges and situations with sensitivity and creativity. I have a positive work attitude and I like to interact with people especially when there is a need to solve a problem. I am self-motivated and very teachable. Moreover, I am a fast learner and eager to learn new things. I believe in proving my best in whatever responsibility that is entrusted to me and I am highly motivated to always complete my work in a very professional manner.

In addition to my vast experience, I have solid academic qualifications. In fact, I experienced 10 years in Italy studying - where I obtained my MA Economics (Cum Laude) in 1988 from the Universita' delle Marche (Ancona-Italy) In 2013. I received a Principles & Practice of Translation certificate from the University of the Witwatersrand (Johannesburg: South Africa) and I hold an International Baccalaureate (Matric) obtained in 1980 (Catholic college de Mazenod: Cameroon). I have enjoyed learning many new methods, solutions and practices along the way in my long career as an IT professional and I have completed the following courses with IBM online learning: Delivering Quality Work with Agility, 50 Activities for Achieving Excellent Customer Service, People Skills Foundations.

Using my language capabilities, in Italian, French and English, I have had the privilege and experience of working in the IT customer service sector for the past 14 years at global companies like IBM, outsourcing company like Sykes, providing an excellent customer service where I had different roles such as: Italian, French and English

Information Technology Technical Support, customer service representative, sales and market Research Analyst, Senior study advisor, service Centre Management Team Lead, trade analyst and treasury specialist.

Finally, I'm a person who tries to spread love and kindness wherever I go. My objective is to touch as many lives as I can through the professional help I can provide.

EDUCATION

Institution	Qualification	Year
Universita Degli Studi Delle Marche (Ancona- Italy)	MA Economics (Cum Laude)	1988
University of the Witwatersrand (South Africa)	Principles & Practice of Translation	2013
College de Mazenod (Cameroon).	Mazenod International Baccalaureate (Matric)	1980

COURSES

Course	Institution	Year
N.D. Italian Language	University of Perugia (Italy)	1981
N.D. Hotel Management Professional	Institute of Hotel Management (Italy).	1982
MA Economics	Universita' delle Marche(Ancona- Italy)	1989
Principles and practice of Translation	Wits university (Johannesburg – South Africa)	2013
IBM online learning	Delivering Quality Work with Agility 50 Activities for Achieving Excellent Customer Service People Skills Foundations - Badge Completion Course	2020

Languages

Italian	Speak, read, write, translate and interpret
French	Speak, read, write, translate and interpret
English	Speak, read, write, translate and interpret

SKILLS MATRIX

Skills	Experience
Technical support/Customer service	Over 14 Years of experience in technical support and customer service specialist in Italian, French and English
Computer package	Over 10 years' experience is of TCP/IP, VPNs, and CRM systems (Salesforce), Microsoft Excel & Word, MS Project, MS Power point
Customer Satisfaction Target	Provided hardware and software telephonic support to effectively meet set targets

EXPERIENCE SUMMARY

Company	Position	Duration
RWS	Trilingual Online Evaluator/ Rater	Jan 2018 to present
KIMBERLY CLARK SOUTH AFRICA	Trilingual customer service representative	Jan 2022 - Dec. 2022
INFOTECH SOUTH AFRICA	Trilingual migration Engineer	April 2021 Dec 2021
BD South Africa	French Operation specialist	Jan 2021 -May 2021
IBM South Africa	Trilingual Information Technology Technical Support	June 2018 – December 2020
Plus 94 Research	Trilingual Marketing Research Analyst	Apr 2015 – May 2018
Education First (South Africa)	Trilingual Senior Study Advisor	Oct 2013 – Mar 2015
GE Healthcare SA	Service Centre Management Team Lead	Jan 2013 – Aug 2013
IBM SA	Trilingual Information Technology Technical support	Nov 2010 – Dec 2012
Sykes Enterprises, Inc	Trilingual Information Technology Technical	Nov 2009 – Oct 2010
VIP 24 /7 (Pty) Ltd	Italian, French and English customer Support Consultant	Jan 2009 – Oct 2009
IBM SA	Italian, French and English Information Technology Technical Support	May 2006 – Dec 2008
CCN Group (Pty) LTD	Trilingual customer Service Representative	Nov 2005 – Apr 2006
Fiat Auto South Africa	Financial and Treasurer	Jan 2000 – Oct 2000
Italian Trade Commission	Italian Trade Analyst	Jan 1999 – Dec1999
Chipboard Industries (Pty) LTD	GM executive assistant	Jan 1996 – Dec1997
Fogape (Cameroon)	French SME Credit specialist	Mar 1990 – May1995
RWS	Trilingual Artificial intelligence rater / Transcriber/ search engine evaluator / translator / Proof-reader	Jan 2020 to present

PROFESSIONAL EXPERIENCE

RWS

Trilingual Online Evaluator/ Rater (French/Italian/ English)

Analyse and provide feedback on text, web pages, images, and other types of information using an online tool.

Annotation & Transcription: Mark and/or transcribe the content in images, videos, or audio following specific instructions.

Data collection: Collect data to train the systems: simple audio recordings, photos, etc.

Evaluation: Classify images or text into given categories.

Content/Query creation: Create questions, answers or utterances for a given topic.

Validation: Evaluate and correct simple sentences to ensure fluency and naturalness (grammar, spelling, etc.).

Search for terms and ads on the internet and rate them based on factors like how compelling they are and whether or not they are relevant to a search.

Review, evaluate and report on the accuracy of online search queries.

Review online advertisements in order to improve their content, quality and layout.

Provide feedback and analysis on advertisements found in search engine results and provide ratings on their relevance to the search terms used.

Review the language used in advertisements by examining grammar, tone and cultural relevance.

Kimberly Clark South Africa

Trilingual customer service representative

Respond to consumer contacts and determine the nature of the interaction.

Handle contacts from all channels, including but not limited to phone calls, emails, letters and social media

Ensure that all consumer contacts are handled effectively, efficiently and promptly to promote consumer satisfaction and to promote Kimberly-Clark products and services.

Manage and share consumer insights gained with the Consumer Services team leader and Management Team in a timely and meaningful manner.

Adhering to all department processes

Immediately escalate serious consumer complaints as per processes Compose and translate text where needed

Place the consumer at the heart of everything by improving engagement and interaction - focus on providing best in class consumer services experience.

Ensure all Regulatory and GDPR processes are adhered to.

Continuous Improvement by using LEAN principles, Visual Management and Standard Work

INFOTECH South Africa, Johannesburg

May 2021 to December 2021

Trilingual Migration Engineer

Duties

- Assist AON employees in French or English with their migration process of their MS system from Windows 7 to Windows 10 by transferring all installed applications, relevant files and folders from the previous OS to the new one. All in a professional manner so that within 4 to 5 hours, the employee can successfully carry on with their work.
- In case the migration fails, I will be ordering a new computer for the colleague which will come equipped with Windows 10 operating system.

BD South Africa, Johannesburg

Trilingual Operation Specialist

Jan 2021 to May 2021

Duties:

- Processing customer requests for quotations, samples, returns and demo equipment
- Coordination logistics for deliveries, demo equipment, returns, documents, returns and recall
- Handling customer queries and complaints including customer credits
- Monitor and track the status of customer orders, customer queries and complaints, freight shipment
- Active daily correspondence with COE OM regarding partner and customer order placements, backorders, allocation/re-allocation, lot number and expiry acceptance and confirmations, shipments, and related activities
- Active daily correspondence with OCE finance and credit regarding partner and customer order pre-payments, letter of credit and account status.
- Active daily correspondence with local product specialists, local sales and territory managers on pricing and product knowledge.
- Ensure coordination among commercial and supply chain teams for effective planning of deliveries of products to customers and distributors, and reduce documentation errors and delays to avoid penalties
- Maintain partner and customer data profile with CMDO.
- Maintain records of partner and customer interactions, file and documents.
- Support Distributor Excellence initiatives.
- Supporting partner and customers with expediting customs clearance.
- Maintain a central Tender database.
- Coordinate tender completions and submission.
- Prepare and co-ordinate the sign-off of letter of authorisation for customers.
- Analyse compliance to tender SLA and tender volume fulfilment.
- Analyse consumption on Reagent Rental Pricing agreement.
- Coordinate customer and onboarding and off-boarding activities.
- Coordinate customer contract agreement completion, sign-off and archiving, including Reagent Rental Pricing agreement.
- Analyse and track customer contract updates and monitor contract life cycle including customer due diligence compliance status.

- Compile, maintain and analyse operations and distributor excellence performance reports and dashboard data for Africa.

IBM SA Johannesburg

Jan 2018 – Decembre 2020

Trilingual It Analyst

Duties:

- Provided hardware and software telephonic support to effectively meet set targets
- unlocking of users in Active Directory, SAP Business One.
- Managed internal relationships through training and mentoring team members
- Ensured through teamwork, that all Service Level Agreements (SLAs) were met consistently
- Hardware and software troubleshooting & installation
- Created and communicated action plans to the customer or IBM representative
- Recommended and implemented new/improved technical support tools, procedures and processes
- Utilized internal guidelines for effective call processing and escalation of reported problems
- Accurately allocate on site tickets to the relevant technician/branch/contractor within 30 minutes of call received
- Serve as the first point of contact for customers seeking technical assistance over the phone or email for UPS and Inverters or other products where needed.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update customer status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Maintain the abandoned call rate below 8% (Abandoned call report)
- Close 100% of customer queries (telephonic & email) within 4 working hours (Helpdesk SLA report)
- Accurately log all field support and telephone tickets and close within 30 minutes of receiving request (SLA)
- Keep all open Tickets up to date including all Multinational systems

Reason for Leaving:

IBM decided to materially sell down its African interests which resulted in the current role becoming redundant. I view this as a great opportunity to utilise my experience and skills gained in the IT services industry in my next career challenge.

Plus 94 Research I Johannesburg, SA

Jan 2014 – Dec 2017

Trilingual sales and marketing Research Analyst

Plus 94 Research is a market research company, member of various market research groups such as SAMRA, PAMRO, ESOMAR and AIRON.

The company provides an array of market research services in South Africa and Africa, ranging from survey conceptualisation, design, recruitment, fieldwork, data processing, research analysis and interpretation.

Duties:

- Collect information using qualitative methods on customer opinions, investment and marketing decisions
 - Moderate international and domestic focus groups and undertake ethnographic field research in an airport setting
 - Use statistical software to manage and organize foreign market information
 - Write detailed reports on monthly tourist arrivals to South Africa by source market
 - Conduct focus group assessments to gain insight into the performance of the foreign tourism market
 - Generate industry-specific research inquiry to better understand various aspects of South African tourism
 - Generate international leads to support the national tourism sector in driving a sustainable tourism industry
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- Report to and follow up on queries directly to stakeholders in Operations and Productions
- Assist towards students' academic success, proposing systems and processes of improvement
- Aid students in building confidence and familiarity with the online system and teachers
- Support the B2B division, EF Corporate Language Learning Solutions (EF CLLS)
- Engage with high level professionals in Italian
- Canvassing for new clients via cold calling

Professional exposure to the following technologies:

- Hardware: HP (ML and DL series servers, various laptops and desktops);
- Operating Systems: All Microsoft Windows operating systems; and some Linux exposure
- Antivirus: McAfee (GroupShield; VirusScan Enterprise)
- Mail/Mail Services : Microsoft Exchange 2003, 2007, 2010 ; Google Mail);
- Exposure to a multitude of other hardware and software products from 100+ client networks

Achievements: Promoted to senior study advisor (January 2014)

Reason for Leaving: The Italian account was closed, and some study advisors were retrenched

**GE Healthcare SA, Johannesburg,
Service Centre Management Team Lead**

Jan 2013 – Dec 2013

For over 100 years, GE has been leading localized global infrastructure technologies, services and solutions in South Africa, giving customers fast, powerful access to in-market expertise and resources.

Duties:

- Logical deployment of FSEs to improve the levels of customer service
- Managed team training plans to ensure appropriate training and materials provided
- Managed employee relations, shift work and annual leave of engineering staff
- Developed relationship with regional Service Leaders ensuring consistent service delivery
- Led escalation to TSE (Mod/LCT) pending the unavailability of field engineers
- Client liaison & relationship management
- Handled daily and monthly reports; reporting to senior management on performance areas
- Ensured the carrying out of scheduled preventative maintenance and optimize site ownerships
- Disposed of Absa's 37.5% stake in Nupay (Pty) Limited for 50% more than the mandated sales price.

Reason for Leaving: Contract tenure was completed

Sykes Enterprises, INC.

Jan 2011- Dec 2012

Trilingual Technical Support Representative

SYKES is a global leader in providing customer contact management solutions and services in the business process outsourcing (BPO) arena. Headquartered in Tampa, Florida, with customer contact management centers throughout the world, we specialize in flexible, high-quality outsourced customer support solutions with an emphasis on inbound customer care and technical support.

Period: November 2009 – October 2010

Position: Technical Support Representative (French & Italian)

Client: Kodak

Key Responsibilities:

- Handled customer's technical problems arising from the client's (Kodak) product/s;
- Resolved problems by following policies and procedures for call handling and problem solving
- Provided accurate, reliable and consistent information to customers/clients timeously
- Ensured data is collected accurately; and dealt appropriately with relevant client escalations
- Provided timely and consistent services to customers/clients at an acceptable rate
- Hardware and software troubleshooting & installation
- Managed requests for replacement of defective parts; maintained paperwork and records

Reason for leaving: The client account closed down and Claire was retrenched

Trilingual Customer Service host

Client: various casinos worldwide

Key Responsibilities:

- . Responding to chats and inbound messaging

- Acquisition & retention of foreign markets
- Planed, executed, optimized, tracked and reported on media campaigns
- Translate websites, newsletters, press releases, templates and scripts
- Headed various ad hoc projects and assignments & take ownership of queries and resolutions
- SEO & on-going market research
- Hardware and software troubleshooting & installation
- Cold-calling for business development

Reason for leaving:

Company trading license expired

IBM SA Sandton City

June 2006 – Dec 2008

Trilingual IT Analyst

Duties:

- Provided hardware and software telephonic support to effectively meet set targets
- Managed internal relationships through training and mentoring team members
- Ensured through teamwork, that all Service Level Agreements (SLAs) were met consistently
- Hardware and software troubleshooting & installation
- Created and communicated action plans to the customer or IBM representative
- Recommended and implemented new/improved technical support tools, procedures and processes
- Utilized internal guidelines for effective call processing and escalation of reported problems
- Handled internet and telephone-based queries from IBM employees
- Ensured data is collected accurately; and deal appropriately with relevant client escalations
- Resolved problems by following policies and procedures for call handling and problem solving
- Provision of technical support and accurate information to customers and end users

Achievements: Best Agent in Quality Work of the month (August &September 2007)

Reason for Leaving: Account contract completed

CCN Group (Pty) LTD Midrand, SA

August 2004 – May 2006

Trilingual Customer Service Representative.

CCN Group (Pty) Ltd. operates as a contact centre outsourcing company in South Africa. It designs, builds, manages, and runs integrated multi-channel contact centres

Duties:

- Daily analysis of outstanding requests that require action and feedback
- Ensured all requests are managed according to Uptime service delivery expectations
- Identified data integrity challenges and reported findings to the account managers
- Ensured the most accurate SLA was selected for the request logged
- Escalated matters personally, pending the unavailability of resolver groups/people Consistent awareness of client environmental changes & managed service requests accordingly.

Achievements:

- Best Overall Quality of the month (January 2006)

Reason for Leaving: Outsourcing skills

Fiat Auto South Africa

Jan 2002 – Jul 2004

Financial and Treasury Specialist with Italian

Fiat Group Automobiles South Africa (Pty.) Ltd, located in Midrand, Gauteng, sells vehicles for the mass market under the Fiat, Fiat Professional, Alfa Romeo and Abarth brands through a network of 34 dealers and provides financial services through Fiat Financial Services, a division of Wesbank

Duties:

- Assessed, reviewed and protected the company's financial well being
- Handled daily cash balances and the money market
- Ensured cash flow was adequate according to specific needs
- Assisted the team with the preparation of funds analysis
- Ensured that proposed projects were highly likely to become beneficial
- Assessed the likely impact of problems such as late payments, limited cash flow etc.
- Made decisions about company funding options, insurance contracts and other financial issues

Reason for Leaving: Closure of Italian trading account

**Italian Trade Commission Johannesburg South Africa
2001**

Jan 1999– Dec

Italian Trade Analyst

The Italian Trade Commission office provides information regarding the Italian market and business opportunities available, a basic overview of the Italian economy, and information on Italy's national trade policies. From the marketing point of view, the Italian Trade Commission provides details of trade fairs and exhibitions held throughout Italy each year, as well as providing access to market research.

Duties:

- Arranged and organized trade delegations, events, publications etc.
- Attended trade fairs
- Promoted and marketed trade events
- Processed requests from Italian companies related to business opportunities in South Africa and researched the market to find leads
- Analysed the needs of individual companies and exporters and assisted them in finding strategic partners, investors, agents, distributors and other contacts that would suit their needs

Reason for Leaving: Headhunted by Fiat and received a lucrative, career-advancing opportunity

Chipboard Industries (Pty) LTD

Executive Assistant to the GM

Jan 1996 – Dec 1998

Duties:

- Managed complex, ever-changing calendars and scheduling
- Coordinated heavy domestic and international travel (both business and personal)
- Prepared Word, Excel, and PowerPoint documents
- Expense report preparation and follow up's
- Partner with executive team to coordinate logistics and presentations for board meetings as well as other company-wide meetings
- Acted as a poised professional liaison, problem solver, facilitator and gate keeper leveraging skills, experience and intelligence to maximize the general manager's time and attention

- Represented the GM regarding internal and external business contacts
- Screened incoming calls and correspondence and responded independently when possible

Reason for Leaving:

Role became reductant – Restructure

FOGAPE (Yaoundé, Cameroun)

Jan 1990 – October 1995

The Fund for Assistance to Small and Medium-scale Enterprises (FOGAPE) was an element of the Cameroonian financial banking system

SME Credit Specialist

Duties:

- Performed credit reviews for incoming clients utilizing credit resources (credit & public records)
- Compared liquidity, profitability, and credit histories of establishments under evaluation
- Analysed client records and recommend payment plans based on earnings, savings etc.
- Analysed credit data and financial statements to determine the degrees of risk
- Generated financial ratios; verify financial transactions; develop appropriate credit approvals
- Established, managed& maintained positive & professional relationships internally & externally

Reason for Leaving:

Immigrated to South Africa

References/360 Reference

Company	Person and Role	Contact Number
IBM South Africa	Dario Behnam - Systems Lab Services Leader - Southern Africa	Available on request
IBM South Africa	Catherine Ferguson - Service Desk Manager	Available on request
IBM South Africa	<i>Adrienne Jacobs- Line manager</i>	Available on request
IBM South Africa	<i>Danny Makuala- team leader</i>	Available on request