









Armel Njike



Personal details

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Skills

- Customer Relationship Management ●●●●●
- Familiarity with postpaid billing systems, tariff plans, and account creation processes ●●●●●
- IT Solutions Sales ●●●●●
- Technical Product Knowledge (specific IT domains such as cloud, cybersecurity, software-as-a-service) ●●●●●
- Familiarity with Business Support Systems (BSS) ●●●●●
- Sales Forecasting

Profile

Customer-focused professional with extensive experience in postpaid customer care, adept at managing high-value accounts and resolving complex issues with precision and efficiency. Skilled in leveraging advanced technical knowledge in Data Science, AI, Cloud Computing, and Computer Science to optimize customer account management processes, enhance service delivery, and drive data-driven decision-making. Known for fostering customer loyalty, ensuring SLA adherence, and collaborating with cross-functional teams to achieve organizational goals. Passionate about leveraging technology to improve customer experiences and streamline workflows.

Education

- Data Sciences, Master's Degree** Sep 2021 - Present
University of Yaoundé I, Yaoundé
Maîtrise des outils et logiciels tels que Python, SQL, Tableau et Hadoop, avec une capacité prouvée à transformer les données en insights exploitables pour les équipes de vente et de marketing, ainsi que Optimisation des stratégies de vente et la segmentation des clients
- Security and information system management, Bachelor of Technology** Oct 2016 - Jun 2020
Université of Douala, Douala
Expertise développée en sécurité des systèmes d'information, gestion des risques et conformité. Connaissance approfondie des réglementations et des normes de sécurité (GDPR, ISO 27001) et leur application dans le secteur des télécommunications.
- BAC C** Sep 2008 - Jun 2015
Lycée Classique de Bangangté, Bangangté

Employment

- Pospaid Business Costumer Care Specialist** Jul 2024 - Present
MTNC, Yaounde
 - Insight into the unique needs and pain points of corporate clients, such as billing accuracy, service continuity, and account management.
 - Allows for better anticipation of SME needs, leading to more effective sales strategies and tailored solutions.
 - Expertise in Account Management Ensuring that SMEs are on the best plans, minimizing churn and maximizing revenue.
 - handling customer inquiries, resolving escalations, and maintaining relationships, which are critical for managing accounts effectively.
 - Knowledge of Telecom Products and Services.
 - Sales Enablement :
- Stock administrator** Apr 2024 - Jun 2024
MTNC, Yaounde
 - Insuring Customer Satisfaction through Reliable Delivery.
 - Working with inventory management systems.

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Market Analysis

Industry Knowledge

Languages

Anglais

Français

Hobbies

Tennis

ITech tools

Care Specialist

Jun 2023 - May 2024

MTNC, Yaoundé

- Utilized CRM tools to manage customer data, track service requests, and prepare reports on customer interactions and resolutions.
- Identified upselling opportunities during interactions.
- Conducted training sessions for new team members on customer engagement strategies and process improvements.
- Customer Relationship Management and Familiarity with CRM and Sales Tools
- Proactive Problem-Solving
- Work closely with other departments to resolve customer concerns efficiently.
- Adaptability and Resilience

Sales Agent

May 2020 - Present

GLC Computer, Douala

- Developed and executed a sales strategy for products specially laptop computer, resulting in a 30% increase in market share as from today in Douala, and now in Yaoundé.
- Implemented a new CRM like system by doing a training in computer maintenance that improved client relationship management, enhancing customer satisfaction by 30%.
- Analyzed market trends and competitor activities to adjust sales strategies, ensuring the company remained competitive and innovative in the market.

Sales Agent, IT Support

Apr 2020 - Oct 2021

Alpha Solution, Douala

- In charge of prospecting, sales, and deployment of management software for hospitals, restaurants and others.
- In charge of professional and targeted SMS sales, in partnership with NEXA which was the service provider.

Co-founder

Apr 2019 - Feb 2021

ITechSolution, Douala

- Responsible for marketing and product sales teams for IT products, like IPTV, GPS, Android Box, and Camtel optical fiber that was required by our activities, resulting in a satisfied market penetration.
- Developed and maintained relationships with over 10 key resellers, driving greater market penetration and ensuring product availability in Yaoundé and Douala which got access to Camtel Optical fiber.
- Delivered exceptional customer service and support using Telegram bots, earning more customer satisfaction rating.

Courses

Certified Business Analysis Professional™ (CBAP®)

Jan 2025

- Identifying inefficiencies and optimizing processes.
- Enhanced problem-solving and process improvement skills.

The ability to align solutions with client needs.

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Improved collaboration and communication with stakeholders.

Data-driven decision-making capabilities.

- Strategic Thinking
- Data Analysis and Decision-Making.
- Risk Assessment

CVS Health Customer Service Professional

Jan 2024

- ability to **understand and address customer needs** effectively.
- Skills in **building and maintaining strong relationships** with business clients.
- Proficiency in **resolving issues and managing escalations** within SLAs.
- **professionalism and customer-first approach** drive client retention and satisfaction.

IoT (Internet of Things) Wireless & Cloud

Apr 2023

Computing Emerging Technologies

- Offer cutting-edge solutions that meet SMEs' evolving needs.
- Position your company as a leader in innovative and scalable business solutions.
- Build stronger relationships with SME clients by providing valuable insights into how these technologies can transform their operations.

ITIL 4 Certification Specialization

Oct 2024

References

Egbeneba Tarkang

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YAOUNDE, January 15, 2025

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