



ALLAI NOBA GILCHRIST

Not married, No children

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RIVIERA GOLF
ABIDJAN, Côte d'Ivoire

MAIN SKILLS

- Effective operation follow up
- Talent management
- Communication and Marketing plan design
- Customer Relationship management
- Event Setup and Management

EXPERIENCES

July 2020- December 2020 **YANN DIGITAL TECHNOLOGIES**

Sales Advisor

- Management and database processing
- Telemarketing
- Advising and guiding customers' choices

September 2019- May 2020 **UBER TECHNOLGIES SYSTEMS**

Greenlight Hub – Expert

- Management and database processing
- Delivering a 5-star support to drivers-partners
- Holding the prestige standard of the Uber brand
- Onboarding drivers on the platform and giving them tools and tips needed to become a good driver-partner
- Providing help in promotion and other Uber events

February 2019 - June 2019 **INTELCIA CI**

Call Center Agent

- Receiving calls from clients
- Handling and processing requests
- Call transfer to the right office
- Advising clients on the use of calls and data packages

October 2017- April 2018 **LN'H Côte d'Ivoire**

Event Project Manager

- Event design and planning
- Supervising Accomodation and Transport during events
- Management of logistics and operational teams
- Money debit and credit on accounts, withdrawals of funds for bills

PROFILE

Truly responsible and organized person,
I have been involved with several
projects in event, communication, and
sales fields.

LANGUAGE SKILLS

FRENCH



ENGLISH



SPANISH



IT SKILLS



Word



Excel



PowerPoint



Slide



Docs



Sheet



Calendar

HOBBIES



Reading



Music



Football

April - October 2017 ALLYS TRAVEL TOURS ABIDJAN

Oyabooking Operation Agent and Project Manager Assistant

- Back office Management of the platform for booking flights and hotels
- Offline booking of flights tickets and hotels
- Operational teams management
- Customer database management
- Phoning

January 2015- January 2017 INFOPLUS CI

Sales intern

- Effective front desk management
- Meticulous processing of requests, objections and claims from customers
- Products costs estimation and after-sales service
- Sales introduction
- Sales negotiation

2013-2014 INTEL CIA CI

Call Center Agent

- Receiving calls from clients
- Handling and processing of customers' requests
- Call transfer to the right office
- Advising clients on the use of calls and data packages

EDUCATION

2015-2016

Diplôme Universitaire Technologique

Ecole Supérieure Technique et Commerciale - ESTC

2009-2010

Master in English, Linguistic major

Université Felix Houphouët Boigny

2008-2009

Bachelor in English, Linguistic major

Université Felix Houphouët Boigny

2004-2005

High School Diploma (Bac A2)

Lycée Moderne de Grand Bassam

MISCELLANEOUS

High English talking skill

Good Social perspicacity

Good persuasion skill

Problem solver

Active listening

Very good time mangement skill