

Kameni Ides Antoine

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CORE COMPETENCIES AND ACHIEVEMENTS

Leadership and Management. Pursue a Leadership training that enables me to oversee, support, coached, and mentoring a diverse team of new joiners in the final phase of their training before they start performing their role so that they can be more confident. The team was comprised of Customer Service advisors.

Technologies. PC Hardware, Microsoft Office Suite 2016 (Excel, Word, PowerPoint, Outlook), Office 365, Slack, Zendesk, Enterprise Resource Planning (ERP), Blitzz, PowerShell, SSH, Telnet, TCP/IP, DHCP, DNS, VOIP, Cockpit ITSM, JIRA TOOL, HTML, IBM i Access Client Solution, AS400 System, VEEAM Backup System, NAGIOS, IBM TS3200 Tape Library, Symantec Backup Exec, Cloud Computing, TeamViewer, AnyDesk, SSL/TLS, Linux, Virtualization, Unix System, Git Bash, GitHub, Commvault, Python (Basic), SAP Business One, Power BI, Monday.com

PROFESSIONAL EXPERIENCE

Derme&Co Canada, Cairo Egypt. (Hybrid)

March 2023 – Present

Associate Customer Account Manager

- ⇒ Process internal/external B2B customers' orders and requests received via telephone, fax, mail, and eCommerce; the orders will be a variety of routine and standing order requests from domestic, internal, and international customers.
- ⇒ Manage fulfillment of customer orders by working closely with Logistics, finance and Marketing teams regarding product allocations and keeping customers informed of lead times and/or delays.
- ⇒ Analyze customer pricing discrepancies with Sales Contract Administration, as required, to ensure accuracy and avoid credit memos. Document customer Logistical Complaints through the notification module in SAP Business One CRM. Determine root cause and appropriate solution; enter no charge replacement orders or issue credit/debit memos or returns as appropriate. Communicate errors to applicable departments for review and corrective actions.
- ⇒ Create and maintain Customer Master Database for new & existing customers through SAP and work with internal departments to maintain accuracy.
- ⇒ Process reports and assist with projects to address internal/external customer needs as requested by management using Excel, Power BI, and Monday.com.
- ⇒ Perform Live chat and cold calling and multiple accounts receivable tasks as requested by management using French and English languages.

CORELIA, Cairo Egypt (Hybrid)

March 2021 – March 2023

Senior IT Support Engineer

- ⇒ Control clients HP servers using the HP iLO 4 remote server management.
- ⇒ Produce daily servers' availability and data reports (Key Performance Indicators).
- ⇒ Monitor the performance and behaviour of Clients critical servers and systems.
- ⇒ Control server's Daily Backups and Replication using IBM AS400 System, or IBM i Access Client Solution and VEEAM Backups & Replication Console.
- ⇒ Make outbound calls when necessary and receive inbound calls from clients through 3CX software system and register their issues in the ticketing system.
- ⇒ Manage the control and mounting of cartridges in the IBM AS400 System, IBM TS3200 Tape Library, and Symantec Backup Exec System.
- ⇒ Real-time monitoring: incident detection and analysis.
- ⇒ Tracking/Reporting all monitoring incidents raised by clients' servers.
- ⇒ Troubleshoot Client's technical issues including creating, updating, or deleting Active Directory access accounts.
- ⇒ Update created tickets and take actions requested by the Clients.
- ⇒ Liaise with other relevant internal departments to ensure all incidents are managed properly.
- ⇒ Restart virtual machines on Vcenter using VMware vSphere Client platform when necessary.
- ⇒ Contact OEM such as IBM, DELL, or Evernex for technical inquiries on their system.

Business Developer | Customer Support Specialist | IT Support Specialist

I am a holder of a Bachelor's Degree in Business Administration & Management with over half of a decade experience in cross-functional fields such as Logistics, Sales & Marketing, Customer Service, and Information Technology. I recently completed the Google Project Management and IT Support Professional Certificate which enabled me to have some exposure and hands on projects in IT and same vertical industries.

SKILLS

- ⇒ Communication
- ⇒ Analytical Thinking
- ⇒ Problem Solving
- ⇒ Customer Service
- ⇒ Computer Networking
- ⇒ Active Listening
- ⇒ Detail Oriented.
- ⇒ Integrity
- ⇒ Design-Thinking
- ⇒ Entrepreneurial Thinking
- ⇒ Critical-Thinking
- ⇒ Dependability
- ⇒ Self-Awareness
- ⇒ Self-starter

EDUCATION

⇒ **Bachelor Degree of Business Administration**, University of Dschang, Cameroon 2017

PROFESSIONAL CERTIFICATIONS

- ⇒ **Salesforce Administration Certification**, ALX Africa 2023
- ⇒ **Intro to CyberSecurity Nanodegree**, Udacity 2023.
- ⇒ **Certified In Cybersecurity**, ISC² 2023.
- ⇒ **AWS Certified Cloud Practitioner**, AWS 2023.
- ⇒ **Hybrid Cloud Engineer Nanodegree**, Udacity 2022
- ⇒ **Microsoft Certified : Azure Fundamentals**, Microsoft 2022
- ⇒ **Forward Leadership Program**, McKinsey Academy 2022
- ⇒ **Project Management Certificate**, Coursera 2022
- ⇒ **Theoretical & Practical Understanding of SQL Fundamental**, Sololearn 2022
- ⇒ **LFS201: Essential of Linux System Administration**, Linux Foundation 2022
- ⇒ **Google IT Support Certificate**, Coursera 2021

CONCENTRIX, Cairo Egypt (Remote)

Sep 2020 – March 2021

Bilingual Technical Support Specialist

- ⇒ Provide quality and reliable technical support via phone and implement customer concerns escalation within company's established 80% SLA, guidelines, and procedures.
- ⇒ Diagnose and troubleshoot customer's technical concerns and escalate them to tier 2 when required.
- ⇒ Submit tickets through the ticketing tool to be well escalated, follow procedural documentation, and relevant reports.
- ⇒ Make use of Remote Desktop and open-source programs (PUTTY) to effectively handle customer queries.
- ⇒ Assist customer with the correct physical set up of their BYOD Modems, Home phones, and TV nodes and ensure the stability of quality of service (QoS).
- ⇒ Troubleshoot and support non-tech-savvy customers using Blitzz on a timely manner.
- ⇒ Accurately assist customers to configure their DSL and Cable residential Modems.
- ⇒ Thoroughly educate and empower customers on how to use their devices effectively and efficiently which led to the reduction of 20% of customer's common issues.

CONCENTRIX, Cairo Egypt. (On-site)

May 2019 – Sep 2020

Customer Service Specialist

- ⇒ Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- ⇒ Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- ⇒ Identified issues, analysed information, and provided solutions to problems.
- ⇒ Demonstrated respect, friendliness, and willingness to help wherever needed.
- ⇒ Developed and maintained courteous and effective working relationships.

TRANSSION, Douala Cameroon (On-site)

Aug 2018- May 2019

Logistics Officer

- ⇒ Deliver meaningful assistance in the execution of Inventory control aligning with the FIFO method.
- ⇒ Assist the administrative manager in the procurement and the regulation of the company's facilities acquisition.
- ⇒ Assist with the Handling of the End 2 End Supply Chain and Logistics Operations.
- ⇒ Facilitate the Process-Oriented View of the Organization to enable information sharing between different departments to avoid the SILO EFFECT.
- ⇒ Communicate with different external stakeholders aiming to improve documentation flow and importation life cycle time and to prioritize deliverables; Follow up with Airports and Ports Freight forwarding and withdrawal processes.

ETS NT2M, Douala Cameroon (On-site)

Jry 2017 - Aug 2018

Business Operations Manager

- ⇒ Supporting business closure, organized sales visits, and foster strategic relationship with customers, vendors, and distributors through constant communication.
- ⇒ Develop proposals with vendors and suppliers to decrease the purchase cost of products and increase revenue.
- ⇒ Overseeing supply chain operations; reviewing, facilitate, and routing purchase orders, answering customer queries to ensure proper deliverables. Negotiate contracts with vendors, and wholesalers. Prepare standardized financial reports.
- ⇒ Carry out Market research activities, drive prospects, and participate in the entire sales campaigns, and exhibitions to enhance the company's visibility and generate qualified leads.
- ⇒ Execute the order fulfilment and sales process to achieve the sales targets; manage inbound, and outbound of the warehouse, the customer's relationships, and marketing of the company.
- ⇒ Implement marketing strategy, and commercial relationships with partners and customers to find and increase new sales lead by 15% in two months; carry out sales process in adherence to the company's procedure and compliance.

VOLUNTEER EXPERIENCE

FATIMA AL FIHRI OPEN UNIVERSITY

June 2020 – August 2020

Marketing Officer Intern (Virtual)

- ⇒ Communicate with the University teams to help to share and collecting information and data.
- ⇒ Analyse the data collected and prepare reports based on it.
- ⇒ Work on Marketing Strategies to promote university brand and courses and attract more audience.
- ⇒ Moderate Marketing Contents.
- ⇒ Plan, develop, and deliver campaigns as agreed within timescales and grew up the followers for 10% in one month.

LANGUAGES

- ⇒ **French** : Native Level
- ⇒ **English** : Advanced Level
- ⇒ **Spanish** : Intermediate Level
- ⇒ **Arabic** : Intermediate Level