

AYUKDEBRAHETAKA

CUSTOMER SUCCESS SPECIALIST

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PROFESSIONAL SUMMARY

Results-driven Customer Success Specialist professional with 2 years of experience driving customer growth, retention, and satisfaction through strategic relationship-building and tailored support. Proven track record of successfully onboarding and upselling clients, resulting in consistent revenue growth and high customer satisfaction ratings.

AREAS OF EXPERTISE

Effective Communication
Multitasking
Microsoft Office 365
Creative Problem-Solver

Active Listening
Interpersonal Excellence
Organizational excellence and
Team collaboration

Time Management
Inbound and outbound calling
Data Entry and Conflict
Resolution
Language Excellence

PROFESSIONAL EXPERIENCE

DreamPort Company

September 2022 - July 2024

Customer Success Manager

Demonstrated exceptional leadership by overseeing wide operations, resulting in a phenomenal growth rate of 75% within two years.

Accomplishments:

- Successfully sold travel packages, flights, and hotel bookings, consistently meeting or exceeding monthly sales targets, resulting in increased revenue for the company.
- Implemented personalized travel planning services, resulting in a 25% increase in client satisfaction ratings, as measured through surveys and feedback forms.
- Built and maintained strong relationships with travel suppliers, such as airlines, hotels, and tour operators, resulting in exclusive deals, discounts, and priority access for clients.
- Implemented efficient booking processes and procedures, reducing booking errors by 30% and decreasing average booking time by 25%, resulting in increased productivity

Antic Company

September 2020 - July 2022

Sales / Customer Service Manager

Persistently meeting my goal, promoted to Manager within 18 months and lead a team of 6

Accomplishments:

- Increased sales revenue by 25% through effective team training and strategy implementation.
 - Achieved a 95% customer satisfaction rating by leading a team of 6 improving service delivery and team performance.
 - Cut complaint resolution time by 40% by optimizing workflows and new procedures.
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EDUCATION

The ICT University Yaounde

Bachelor Degree in Software Engineering

CERTIFICATION

Google Project Management: Professional Certificate (Cousera)

Foundations of Project Management- Completed: 87.89% [Certificate](#)

Capstone: Applying Project Management in the Real World- Completed: 86.18% [Certificate](#)