

**SERY ROBINSON GBEHON**

Born on the 29/10/1981 in Abidjan, Yopougon

Ivoirian

Single: 2 children

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**BILINGUAL SALES REPRESENTATIVE, TELEMARKETER, ADMINISTRATIVE ASSISTANT- ENGLISH/FRENCH INTERPRETER-TRANSLATOR-TRANSCRIBER**

**PROFESSIONAL EXPERIENCE**

**April 2021- Until Now:** Experienced Telemarketer for the Canadian Call Center Company named PROSPECTEO based in Canada Montreal.

• Ensure the good customer relationship by receiving calls from Montreal.

• Advise, assist, process customer requests and provide them with solutions according to their needs.

**Feb – April 2021:** Commercial Vendor Manager (VM) for the Advertisement Agency named MooBicom-Cote D’Ivoire .

• Collect customers’ database and have appointments with them.

• Sell the agency Subscription Packs and report the weekly activities.

**October 2019 – Until Now:** French-English Translator in Abidjan for the international prestigious translation Company named VIAX CORPORATE LANGUAGE SOLUTIONS based in Bulgaria.

**September 2018 – Until Now:** Bilingual Online Transcriber in Abidjan for the famous English Company named GoTranscript based in Edingburgh in the United Kingdom.

**May 2018 - August 2018:** Customer Advisor for the famous international Call Center named WEBHELP based in Cote D’Ivoire.

• Ensure the good customer relationship by receiving calls from France.

• Advise, assist, process customer requests and provide them with solutions according to their needs.

**November 2015 - February 2017:** English French Interpreter-Translator, Transcriber, Bilingual Administrative Assistant, English Receptionist in the Socio-Medical Department for the Bangkok Refugee Center (BRC) which is a UNHCR Agency in Thailand

* Correctly interpret communications between French speaker clients and the Agency
* As a Bilingual Administrative Assistant, I was first responsible in assisting the senior Secretary by recording customer visits in the registry books and saving this data in the computer
* As a Receptionist in the communication Department, I had to highlight my friendly, kind, and communicative assets in English by receiving and informing clients about the procedure to follow for being received by the nurse or the Agency Social Service

**January 2016 – February 2017:** French English Interpreter, Translator, Coordinating Agent for the Representation of the Taiwanese International Humanitarian Organization named TZU CHI COMMUNITY FREE CLINIC in Bangkok Thailand

* Correctly translate clients’ documents and interpret communications between French speaker clients and the Clinic
* As a Coordinating Agent, I had to effectively Coordinate in English with a Microphone, the procedure to follow for being received by the nurses and take the appropriate medications for free

**December 2014 - November 2015:** English French Interpreter-Translator for the American International Humanitarian Organization named Asylum Access Thailand (AAT) based in Bangkok Thailand

* Correctly interpret communications between French speaker clients and the Organization
* Correctly translate the Organization French speaker clients written or audio documents.

**August 2014 - September 2015:** English French Interpreter-Translator in Bangkok for the Representation in Thailand of the Famous International Catholic Humanitarian Organization named Jesuit Refugee Service (JRS).

* Correctly interpret communications between French speaker clients and the Organization
* Correctly translate the Organization French speaker clients written or audio documents

**June 2012 – August 2014:** Bilingual Sales Representative for the CHING TAO Import Export Company

* Reply and receive Emails, letters and calls from customers and partners around the world
* Ensure the good reception and delivery of goods in Thailand and around the world
* Effectively negotiate products purchase and sale of goods in Thailand and around the world

**EDUCATION AND TRAINING**

**2009:** Bachelor Degree in English at the Felix Houphouet Boigny’s University of Abidjan Cocody.

**May 2015**: Certificate of Training Completion on Community Interpreting for Migrants, Asylum Seekers, and Refugee Settlement, organized by UNHCR Representationin Thailand, the American University in Cairo, the Asia Refugee Rights Network, and the Refugee Council Australia at Chulalongkorn University in Bangkok Thailand.

**May 2015:** Basic Skills in Psychosocial Counseling Training organized by the Jesuit Refugee Service Representation in Thailand.

**September 2021:** Certificate of Introduction to Remote Interpreting Skills organized by Translit Pro Company.

**September 2021:** Interpreter Training Course Certificate organized by Translit Pro Company.

**HBBIES AND INTERESTS**

* Dynamic and multi-task ability.

**ASSETS**

* Conversant in Thai language.
* Excellent written and verbal communication Skills.
* Knowledge of Microsoft Office.
* Capable of working under pressure and strong motivation to achieve assigned job.
* **Good Computer Knowledge:** Word, Excel.

 **HOBBIES AND INTERESTS**

 - Music, Internet, Travelling, Football.

 - Member of the **Cairo Community Interpreter Project** (CCIP).