

### Job Reference

Bacon Chinazom Mmakogu, born on 14.07.1990, had been working from 04.10.2022 to 03.01.2024 for our company as an Advisor I, Customer Service in work at home.

Concentrix is a leading global provider of customer engagement services across 10 industries: Automotive, Banking and Financial Services, Consumer Electronics, Energy and Public Sector, Healthcare, Insurance, Media and Communications, Retail and eCommerce, Technology, and Travel, Transportation and Tourism. Our customers include some of the biggest and best brands in the world. But we do much more than just customer service - we help our clients with everything from consulting and technology services to analytics and insights. As a global, publicly traded company, we employ more than 250,000 people in more than 40 countries. Since 1999, Concentrix Global Services GmbH has successfully established itself in Berlin and currently employs more than 1,000 employees here.

The scope of duties is the customer care under using various communication channels such as telephone, email and chatsystem by Bacon Chinazom. Responsibilities include the following activities:

- new & existing customer care
- maintenance of customer data and documentation of concerns
- customer needs analysis and preparation of offers
- complaint management and processing

Bacon Chinazom was a very competent and versatile employee with an independent and confident behavior towards customers. Communications were always aptly conducted by Bacon Chinazom and adapted to the respective interlocutor.

In new situations, Bacon Chinazom always found the way around well, took the initiative and was very committed to our company. Bacon Chinazom always carried out Tasks independently with the highest care and accuracy. In addition, Bacon Chinazom always had sufficient reserves to handle temporary work peaks properly and on time. We were always satisfied with the completion of the assigned task

Bacon Chinazom always displayed exemplary behavior towards superiors, employees, and customers, and contributed to excellent and efficient teamwork.

Bacon Chinazom leaves with the 03.01.2024 our company. We would like to thank Bacon Chinazom for the always good cooperation and regret to lose a good employee. We wish Bacon Chinazom all the best and continued success in future career and life.

Berlin, 03.01.2024



Małgorzata Kirkiewicz  
People Solutions Generalist I  
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