CONCENTRIX™

Job Reference

Mr. Sergii Zabolotbyi, born on [redacted] had been working from 10.04.2021 to 10.03.2022 for our company as a Customer Service Advisor in work at home.

Concentrix is a leading global provider of customer engagement services across 10 industries to: 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 Mr. Zabolotbyi. Responsibilities include the following activities:

- processing of service requests of small and medium-sized enterprises
- clarification of general customer account requests
- providing informations on billing inquiries and products
- follow-up and documentation of costumer concerns
- systems: Workplace, payment tools, Quip, BlueJeans, Avaya

Mr. Zabolotbyi was a very competent employee who could be deployed anywhere. His behavior towards customers was above average and confident. Communication was always aptly conducted by him and adapted to the respective interlocutor.

He always found his way in new situations very well, took the initiative on his own and stood up for our company with above-average dedication.
Mr. Zabolotbyi always performed his work independently with the utmost care and accuracy. In addition, he always had sufficient reserves to cope with temporary work peaks properly and on time. He has always carried out the work assigned to him to our complete satisfaction.

Mr. Zabolotbyi convinced with his exemplary helpfulness. The good cooperation with superiors and colleagues had a positive effect on the team.

The fixed-term employment relationship with Mr. Zabolotbyi ends with the expiry of the agreed time on 10.03.2022. We would like to thank him for the always very good cooperation and regret to lose a very good employee. We wish him all the best and continued success in his future career and life.

Berlin, 10.03.2022
Concentrix Global Services GmbH

Sophie Kappich
People Solutions Business Partner I