



FATOUMATA BINTOU FAYE

CUSTOMER SUPPORT PORTFOLIO MANAGER

Multilingual customer-success professional with proven expertise across international organizations, fintech, and banking. Currently Customer Support Portfolio Manager at the U.S. Embassy in Dakar, delivering high-level, multicultural client support and operational efficiency. Known for adaptability, analytical insight, and communication in four languages.

CONTACT

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EDUCATION

Bachelor in Business Administration

ICN Business School (SupDeCo Dakar)
2019

Baccalauréat S2 (Sciences)

Lycée Seydina Limamou Laye
2016

SKILLS

// Professional

Customer Success & Client Relations
Portfolio & Project Management
Data Analysis & Reporting
Cross-cultural Communication
Public Speaking

// Tools

Zendesk (CRM)
Delta Software
Microsoft Excel
PowerPoint · Word

// Languages

English	Advanced
French	Advanced
Wolof	Native
Serere	Intermediate

WORK EXPERIENCE

U.S. Department of State — U.S. Embassy, Dakar / Customer Support Portfolio Manager

JUN 2024 - PRESENT

- Lead customer-support initiatives and manage portfolio services for stakeholders.
- Coordinate projects that improve service delivery and client satisfaction.
- Streamline support processes to raise operational efficiency in a multicultural setting.

Sendwave International SA (Fintech) / Trilingual Customer Care Representative

MAR 2022 - JUN 2024

- Resolved complaints and drove growth projects, lifting client satisfaction.
- Delivered trilingual support (Wolof, English, French) to international clients.
- Managed cases and analytics in Zendesk.

Coris Bank International Senegal / Client Advisor

SEP 2020 - FEB 2022

- Handled client requests, orientation, and claims end-to-end.
- Processed consumer-credit files with accuracy.
- Reported and managed clients in Delta software.

Transmed SN (FMCG) / Trade-Marketing Junior

SEP 2019 - JUN 2020

- Managed a portfolio of brands (P&G, Reckitt Benckiser, Beiersdorf, Duracell).
- Built and ran promotional campaigns; analyzed sales, forecasts, and pricing.
- Negotiated and tracked marketing budgets.

Earlier — Internships / Client Marketing & Sales

2017 - 2018

- YUP / SGBS: client enrollment in digital money-transfer platforms.
- Agroline SN: public product tasting and sales.