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 **Gulfjobseeker.com CV No:** 255522

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## **PERSONAL INFORMATION**

Nationality Cameroonian

Date of Birth: 17-08-1986

Language known: English, French

**Target Position (RECEPTIONIST): Committed to total patron satisfaction through provision of exceptional table service.**

**CAREER OBJECTIVE:**

Energetic and dedicated front desk professional with 3+ years’ experience in fast paced environments. Thorough and accurate in taking and relaying information. Well-versed in anticipating and determining visitors’ needs and fulfilling them appropriately. Adept at handling complex PABX and busy telephone exchanges. Effective skills in developing and maintaining accurate and easy to use filing systems

**AREAS OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
| ● Customer Relations | ● Order Processing | ● Data Entry |
| ● Departmental Support | ● Accounts Management | ● Correspondence Handling |

 **PROFESSIONAL EXPERIENCE: 2012-October 2015**

**AYABA HOTEL-NW,BAMENDA**

**Position; RECEPTIONIST**

**Responsibilities**:

• Receive and greet customers and visitors
• Take and deliver telephone calls
• Receive mail and deliver it to the appropriate person(s)
• Maintain filing systems
• Monitor appropriate use of office supplies and oversee inventory
• Respond to inquiries and provide appropriate secretarial support
• Manage repair and maintenance of office equipment

**WORKING EXPERIENCE**

 **KEY ACCOMPLISHMENTS**

• Received customer service award owing to excellence in serving customers in a positive manner
• Commended by immediate supervisor many times and recommended for a permanent position

• Worked on a special marketing project as part of the support team which resulted in 22% increase in customer base

**EDUCATION** **QUALIFICATION**

* Diploma in Project Management and Customer relationship management, NATIONAL YOUTH SCHOLARSHIP PROGRAM,
* ADVANCED LEVEL-G.B.H.S MBENGWI JUNE 2005
* ORDINARY LEVEL-G.B.H.S MBATU JUNE 2003

**ADDITIONAL**

• Professional and pleasant professional demeanor
• Excellent communication and organizational skills
• Strong knowledge of office administration procedures
• Keen stress and time management skills
• Possess strong cultural awareness
• Demonstrated work ethics