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| **CURRICULUM VITAE** |
| **IDENTIFICATION** | Date of Birth: 31st March 1987. Marital Status: Married. .  |
| **INTEREST** | ***Customer Service Representative*, Executive Secretary, Administrative Assistant and Cargo Agent.** **PERSONAL SUMMARY.**A highly competent, motivated and enthusiastic administrative assistant with experience of working as part of a team in a busy office environment. Well organized and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues. Approachable, well presented and able to establish good working relationships with a range of different people. Possessing a proven ability to generate innovative ideas and solutions to problems. Currently looking for a suitable position with a reputable and ambitious company. |
| **MASTERED COMPUTER SOFTWARES** | * Microsoft Word.
* Microsoft Excel.
* Microsoft Publisher.
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| **EDUCATIONAL PROFILE** | **2012 – 2014** Certificate in Health Care Management.  St. Francis Higher Institute of Nursing and Midwifery, ***2008 - 2009*** Certificate in Business Office Management Trustech Institute of Technology, ***2005 - 2007*** Advanced Level Certificate. Cameroon College of Arts & Science***1999 - 2005***:  Ordinary Level Certificate. Government Bilingual Secondary School |
| **PROFESSIONAL EXPERIENCE** | ***2012-2015 December.*** **Telemarketing Representative.**Le Brasseries du Cameroun-Douala.* Customer support professional with extensive experience managing client needs and ensuring the company meets expectations.
* An accomplished, self-motivated professional with over 3 years of experience in customer service.
* Hardworking professional recognized for meeting and exceeding support targets.
* Fosters strong relationships with customers that result in high level of client retention and product loyalty.
* Open new client accounts and serve as first line of support for credit approval.
* Demonstrates solid ability to communicate with diverse groups.
* Focused on developing strong rapport with customers, vendors and staff.
* Schedule installation and service calls and ensure appropriate billing.
* Proven success in troubleshooting and problem resolution.
* Leads by example and establishes a professional work environment.
* Create and implement special events, meetings and conferences.
* Call potential customers to schedule appointments utilizing inside sales lists.
* Log appointments in company database and print out next day calendar for delivery to each sales representatives.
* Contact existing customers to educate them about new services and up sell products.
* Assist in the development and preparation of sales scripts while training other telemarketing representatives.
* Compile names, personal information, questions and comments from potential customers.
* Encourage customers to fill out surveys for market research purposes.
* Solicit prospective customers to meet for marketing staff for product demonstrations.

***2009 - 2012 December.*** ***Administrative Assistant.***St. Francis Higher Institute of Nursing and Midwifery (BIAKA), Working as part of a team and supporting the office manager. Responsible for the day-to-day tasks and administrative duties of the office including covering the reception area.**Duties:** * Meeting and greeting clients and visitors to the office. Typing documents and distributing memos.
* Supervising the work of office juniors and assigning work for them.
* Handling incoming / outgoing calls, correspondence and filing.
* Faxing, printing, photocopying, filing and scanning.
* Organizing business travel, itineraries, and Accommodation for managers.
* Monitoring inventory, office stock and ordering supplies as necessary.
* Updating & maintain the holiday, absence and training records of staff.
* Responsible for purchase orders. Raising of purchase orders and invoice tracking.
* Creating and modifying documents using Microsoft Office.
* Setting up and coordinating meetings and conferences.
* Updating, processing and filing of all documents.

**KEY SKILLS AND COMPETENCIES.*** Strong organizational and administrative skills.
* Excellent spelling, proofreading and computer skills.
* Ability to maintain confidentiality.
* Excellent working knowledge of all Microsoft Office packages.
* Ability to produce consistently accurate work even whilst under pressure.
* Ability to multi task and manage conflicting demands.
* Ability to type at least 60+ wpm.

***2007 – 2009.*****Douala international Airport Cameroon.****Cargo Agent****Duties:** * Advise clients on transportation and payment methods.
* Arrange insurance coverage for goods.
* Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system.
* Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots to arrange for repairs.
* Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents.
* Direct delivery trucks to shipping doors or designated marshalling areas, and help load and unload goods safely.
* Direct and participate in cargo loading in order to ensure completeness of load and even distribution of weight.
* Enter shipping information into a computer by hand or by using a hand-held scanner that reads bar codes on goods.
* Inspect and count items received and check them against invoices or other documents, recording shortages and rejecting damaged goods.
* Keep records of all goods shipped, received, and stored.
* Negotiate and arrange transport of goods with shipping or freight companies.
* Retrieve stored items and trace lost shipments as necessary.

 ***March – April 2009*****University College of Technology, (2 months internship).*****Secretary.**** Library management.
* In charge of school records.
* Typing and printing of exams and other documents like announcements, letters, projects, and memos.
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| **Language**  | * English: Mother tongue – Excellent.
* French: Good working knowledge.
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| **Keys and strengths** | * Outstanding communication and written skills.
* Good presentation and organization skills.
* Self-motivated and good motivator.
* Good knowledge of clerical work.
* Professionally trained.
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| **Hobbies** | Reading, travelling, sports, in house designing, drawing, cooking, and writing poems and short stories. |
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