

### CURRICULUM VITAE

**PERSONAL INFORMATION:**

**Name : MBEZENTI**

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**Nationality : CAMEROONIAN**

**Address : DUBAI,UAE**

**Visa status** : **Tourist Visa**

**Language : ENGLISH**

### CAREER OBJECTIVE:

## Seeking a position in which to enhance my career as Secretary, Receptionist, Customer service representative and Front desk officer

## PROFESSIONAL BACKGROUND

## NEW LIFE TECHNICAL SERVICES 2014-2015

# DESIGNATION: ADMINISTRATIVE ASSISTANT

Handle and manage customer inbound calls.

Answer customer inquiries regarding products or services.

Reroute customer calls to appropriate sales personnel.

Maintain a database of customer calls, their needs and requirements.

Conduct market research and field survey for clients' products and services.

Prepare research and survey reports for top sales management.

Mail billing copies of sales to customers.

Coordinate with accounts receivable team in collecting balances.

Manage, monitor and schedule customer appointments with sales team.

Implement best practices in sales programs.

### ****MTN CAMEROON 2013****

**DESIGNATION:CUSTOMER SERVICE / RECEPTIONIST**

* Deal directly with customers either by telephone, electronically or face to face.
* Respond promptly to customers inquiries.
* Handle and resolve customers complains
* Obtain and evaluate all relevant information to handle inquiries and complaints.
* Public Relation
* Process order, forms, applications &requests.
* Find and direct outside vendors.
* Communicate Internally.
* Record details of inquiries, comments &complaints.
* Set the strategy, attack and execute.

### MAIN MARKET BAMENDA 2011-2012

# DESIGNATION: SECRETARY/FRONT DESK OFFICER

* Welcoming clients, Answering and forwarding phone calls and subsequently announce them to the back office.
* Keep a check on the office supplies; monitor the inflow and outflow regularly, and maintain records.
* Screening phone calls where necessary
* Booking meetings on behalf of Company
* Keeping the reception area tidy, maintain decorum, and a professional atmosphere in and around the reception area.
* Monitor visitors and the lobby area in general, just in case they notice suspicious activities. If they do, they're expected to report the same to the authorities.

### FOOD MARKET SHOP 2010-2011

**DESIGNATION: FRONT DESK PERSONNEL**

**PROVEN ROLES**

* Contact business or private individuals by telephone in order to solicit sales for goods and services
* Obtain customer information such as name, address and payment method and enter order in system
* Record names, addresses ,purchases and reactions of prospects contacted
* Answer telephone calls from potential customers who have been solicited through advertisement
* Telephone or write letters to respond to correspondence from customers or follow up initial sales contacts
* Maintain records of contacts, accounts and others
* Schedule appointments for sales representatives to meet with prospective customers or for customers to attend sales presentation.

**EDUCATIONAL BACKGROUND**

* BA in Law ( Degree)
* General certificate education( advance level)
* General certificate education( ordinary level)

**ORGANIZATIONAL AND PERSONAL SKILLS:**

* Treat my customers with care in accordance to professional ethics
* Innovative with good analytical skills, loyalty, faithful, obedient, willing to work under pressure.
* Good aptitude for team work
* Can conveniently work with people from multicultural background.
* Very good communication skills especially English language and good in human relationships, and have excellent customer service skills.