** CURRICUTUM VITAE**

**PERSONAL INFORMATION**

**Name: Birwong**

[**Birwong.347769@2freemail.com**](mailto:Birwong.347769@2freemail.com)

**Visa: Tourist Visa**

**ADMINISTRATIVE ASSISTANT**

2years of experience in an administrative assistant role and a receptionist

**WORK EXPERIENCE**

**Kumbo Police Cooperative Credit Union Ltd (KIPCCUL) (July 2014 – September 2015)**

**Position: Administrative Assistant**

**Duties:**

* Deal with incoming and outgoing post
* Answer telephone, email and social media enquiries
* Cover reception duties, like greeting and looking after visitors
* Update computer records
* Stock take and re-order supplies
* Set up meetings and take ‘minutes’ during them
* Make travel arrangements for staff
* Managing and distributing information within the office
* Administrative and office support activities for multiple supervisors.
* Receiving and directing visitors,
* Word processing and presentations
* Filing and data entry

**Retail Department Store – Buea shopping Mall, Cameroon (2015-2016)**

**Position: Receptionist**

**Duties**

• Welcoming on-site guests, determine nature of business, and announces guest to appropriate personnel.

• Answering incoming telephone calls, determining purpose of callers, and forwarding calls to appropriate personnel or department.

• Taking and delivering messages or transferring calls to voicemail when appropriate personnel are unavailable.

• Scheduling conference rooms.

• Assist administrative staffs with clerical duties to include faxing, copying, and organizing/maintaining files.

• Coordinate with vendors and services they provide.

• Ensure main voice mail reflects office closings, special events as well as posting office closed signs.

•Answeringquestionsaboutorganizationandprovidescallerswithaddress,directions, and other information requested.

• Receiving and forwarding incoming faxes.

• Receives, sorts and distributes mail.

• Support administrative and special projects requirements, as assigned.

• Other duties as assigned.

**SEMINARS ATTENDED**

- ‘Customer service skills and ethics at workplace’ seminar organized by NERCO Cameroon (2013 -2015)

- “Enhanced office procedures for organizational excellence” organized by the Ministry of Small and Medium sized Enterprises, Cameroon.

**EDUCATIONAL BACKGROUND**

- Ordinary Level Certificate (2009)

- Advanced Level Certificate (20011)

- Bachelor’s Degree in Business Adminisrtation (2014)

- Computer software and data presentation training (2015)

**CAREER OBJECTIVE**

Quick learner, willing to acquire and implement new skills and technologies. Flexible and can adapt to any working conditions.

**KNOWLEDGE, SKILLAND ABILITY:**

* Polished professional without going attitude eye rand love to make the guests feel at home.
* Good typing skills with high level of proficiency with general office applications (i.e. MS Word, MS Excel, MS Access, MS PowerPoint)and comfort with learning new applications as required.
* Demonstrated excellent organizational, coordinating and personal interface skills.
* Proven job diligence, dedication and attention to detail.
* Commitment to work overtime on occasion.
* Comfortandexperienceinterfacingwithvariouslevelsofstaffandmanagement,while working in a fast-paced environment.
* Familiarity and working knowledge of general office machines (i.e. fax, copier, printers, etc.) required.
* Demonstrate excellent written and verbal communication skills, including the ability to successfully communicate with the public, other employees and vendors.
* A good level of English spelling and grammar and good numeracy skills.

**LANGUAGES**

* Very fluent in English
* Good in French

**LEISURE ACTIVITIES**

Reading, singing, travelling and internet browsing