Abang

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**VISA STATUS;TOURIST VISA**

**POSITION: RECEPTIONIST**

**CARREER OBJECTIVE:**

**A dynamic, smart, bilingual and interactive young lady with a sound educational and professional background, good knowledge of administration, customer service management, excellent communication with over three years of working experience in the service industry is seeking for placement in any collaborative and challenging environment.**

**SUMMARY OF QUALIFICATION**

* **Over 3 years of working experience as an office assistant and possessing working knowledge of office duties.**
* **Demonstrated high quality guest dealing and enhancing guest’s positive feedback.**
* **Excellent understanding of office work standard and policies , and ability to comply the same.**
* **Fluent in speaking , reading and writing English Language and French Language.**
* **Excellent communication skills.**

**WORK EXPERIENCE**

* **Chariot Hotel Buea, Cameroon(2014-2015)**
* **Women Empowerment Center Kumba Cameroon(2012-2014)**

RESPONSIBILITIES

* **Welcome customers in a friendly manner.**
* **Answer phone calls and transfer to the appropriate staff member.**
* **Take and distribute accurate messages.**
* **Greet public clients and direct them to the correct staff member.**
* **Coordinate messenger and courier service.**
* **Receive, sort and distribute incoming mail.**
* **Monitor incoming emails and answer or forward as required.**
* **Prepare outgoing mail for distribution.**
* **Fax, scan and copy documents.**
* **Retrieve information when requested.**
* **Update and maintain internal staff contact lists.**
* **Coordinate and maintain staff administrative records such as staff parking, staff phones and company credit cards.**
* **Type documents, reports and correspondence.**
* **Ensure office equipments are properly maintained and serviced.**
* **Perform work related errands as requested such as going to the post office and bank.**

**EDUCATION AND TRAINING**

* **Studied Educational Psychology.**
* **Teachers Grade 1(CAPIEMP Certificate).**
* **Advanced Level Certificate.**
* **Ordinary Level Certificate.**

**AREA OF EXPERTISE**

* **Excellent communication.**
* **Excellent approach towards customers.**
* **Quick to learn and adapt to changes.**

**LANGUAGES**

* **English Language.**
* **French Language.**