** BORIS**

**Email;** **boris.378024@2freemail.com** **Mobile; C/o 971504973598**

SUMMARY

Highly-organized and dependable Receptionist with 5+ years’ progressively responsible experience, Demonstrated talent to perform a wide range of front desk and administrative tasks, resolve customer complaints, handle high volume phone calls and answer customer queries. Exceptional verbal and written communication skills, Verifiable track record in multi-tasking, problem-solving and work prioritization. A friendly and polite individual who works collaboratively to attain goals of company, Bilingual: English/French

**HIGHLIGHTS**

* Correspondence Handling
* Phone Etiquette
* Customer Service
* Reception Maintenance, Bill Processing
* Supply Ordering
* Call Forwarding
* Log Keeping
* Calendar Management, Events Coordination
* Work Area Cleanliness

**PROFESSIONAL EXPERIENCE**

 **CHARIOT HOTEL BUEA (CAMEROON) FEBAURY 2017-15 JANUARY 2018**

**RECEPTIONIST**

* Maintaining visitors/Drivers log book.
* Greeting the guests and directing them to concern person.
* Handling incoming and outgoing couriers.
* Ensure the cleanliness of reception area by coordinating office boy.

**SAINT CLAIR HOTEL BUEA (CAMEROON) 2015-2017 Receptionist**

* Courteously greet visitors and employees and cater to their special requests, needs and complaints.
* Answer and forward phone calls to appropriate individuals and departments.
* Schedule customer bookings and guide them about available rooms and suites.
* Write letters and email using proper spelling, grammar, and punctuation.
* Prepare incoming and outgoing mail and packages.
* Oversee maintenance of the reception and waiting area.
* Coordinate customer payments and billing.
* Buy necessary supplies, snacks and refreshments.
* Maintain cleanliness of reception area.
* Work independently and collaboratively on assigned tasks.

**MBINGO BAPTIST HOSPITAL (CAMEROON) 2011-2014 FRONT DESK RECEPTIONIST**

* Acknowledged and greeted patients/families upon arrival.
* Registered patients and visitors on sign in sheet.
* Scheduled patient appointment’s on phone and maintained appointment book.
* Coordinated with departments for consultant availability.
* Quickly responded to patient questions and concerns.
* Provided information regarding facility and billing options.
* Answered telephone and forwarded calls to concerned departments.
* Filled patient charts.
* Handled cashiering tasks.
* Maintained a clean and sanitized waiting area.

**Educational Background**

* 2017-Bachelor’s degree in Banking and Finance
* 2012-Advance level Certificate
* 2011-Ordinary level certificate

**TECHNOLOGICAL SKILLS**

* MS Office: Excel, Word, PowerPoint
* Database, internet and email

**PERSONAL DETAILS**  Age; 23years Visa status; Tourist visa Nationality; Cameroonian Gender; Male

HOBBIES Reading, music, news, sport and research

REFERENCE:

Available upon request

My customer-focused approach and great attention to detail makes me an exceptional contender.