**GILBERT**

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**Al Quoz, Dubai, UAE**

**JOB APPLICATION**

**Objective**– Aspiring to obtain a position in a dynamic environment, to handle calls for the corporation, respond to simple queries and route calls to the proper person, and improving my role as I enhance my customer service abilities and acquire knowledge about different services.

* **PROFESSIONAL EXPERIENCE**
* **Receptionist/Security -G4S** **IFFCO (Seville Products) Dubai** 2017 till date.
* **Responsibilities**
* Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately.
* Answering, screening and forwarding incoming phone calls.
* Receiving, sorting and distributing daily mails.
* Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
* Keep updated records of some office expenses and costs.
* Perform other clerical receptionist duties such as filing, photocopying and faxing.

**Call Center Representative**

Customer Care Services          MTN, Cameroon                  2015-2016

* **Main Responsibilities**
* Assisted customers with their queries and problems by phone and e-mail.
* Established and maintained contacts with new and existing customers as per the direction of the supervisor.
* Helped customers place new orders easily.
* Forwarded important and serious matters to the seniors.
* Transferred urgent calls to the required departments quickly and accurately.
* Entered and updated new customer details in the customer relationship management software according to administrative guidelines.
* Achieved set targets of the firm by the stipulated deadline.
* **QUALIFICATION**
* BSc in Geography (Hons.) University of Buea
* Advanced Level Certificate
* call Agent training.
* DPS training and license.
* **Key Skills**
* Customer service oriented skills – Ability to deal with irate customers using excellent interpersonal-communication skills.
* Understands new concepts easily – Quick learner.
* Ability to handle stress.
* Computer literate.
* Reliable.