**CURRICULUM VITAE**

**PERSONAL INFORMATION**

**Name**  : **CAITLINE**

**Date of Birth** : **07 /10 /1994**

**Nationality**  : CAMEROONIAN

**Sex**  : FEMALE

**Marital Status** : MARRIAGE

**EMAIL :** caitline.384788@2freemail.com

**CARRIER OBJECTIVES**

Seeking dynamic and progressive development where I can utilize my knowledge, skills and expertise with an aim of continuously grow and learn new culture, techniques and environment, also to achieve perfection in the field of administration security and safety through hard work, dedication and discipline.

**EDUCATIONAL BACKGROUND**

* **2013-2014 :** BACHELOR OF TECHNOLOGY DEGREE IN BUSINESS MANAGEMENT AT NATIONAL POLITECHNIC BAMENDA-CAMEROON
* **2011-2013** **:** HIGHER NATIONAL DIPLOMA IN BUSINESS MANAGEMENT AT NATIONAL POLITECHNIC BAMENDA-CAMEROON
* **2009-2011 :** GENERAL CERTIFICATE OF EDUCATION ADVANCE LEVEL IN ARTS ( A3)
* **2004 -2009 :** GENERAL CERTIFICATE OF EDUCATION ORDINARY LEVEL IN ARTS

**PROFFESSIONAL EXPERIENCE**

**NATIONAL POLYTECHNIC BAMBUI**

**February 2010 to February 2012**

**Receptionist cum Secretary**

Contributed as first impression for the Institute by providing excellent customer services, superior administrative/clerical support to management and assisting customers/clients via phones calls or face to face.

**Duties:**

* Answered all telephone calls in a professional and courteous manner and ensured callers are provided with necessary information/guidance or transferred call to the appropriate personnel or department, or if required took clear concise message and passed message on.
* Welcomed on-site customers/visitors, determined nature of business, and announced them to appropriate personnel or department.
* Assisted with the maintenance and coordination of conference room reservations by keeping a schedule of events so no conflicts occur.
* Maintained an organized reception area and ensured resource information are current and easily accessible.
* Arranged and coordinated conference calls and Meetings as needed, and scheduled conference/meeting rooms.
* set in line with Director priorities and maintained time and space for work execution.
* Provided general administrative support and performed clerical duties such as faxing, photocopying, printing, and scanning.

**Transguard Group LLC, Dubai**

**RECEPTION SECURITY, OCTOBER 2015 - Present**

**DEPLOYMENT LOCATIONS: Cargo DNATA Warehouses Dubai Airport,**

**Duties:**

* Dealing with telephone and face-to-face enquiries in a pleasant and courteous manner, receiving and directing customers/visitors to the appropriate part of the department or building.
* Answers incoming telephone calls, determines purpose of calls, and forward calls to appropriate personnel or department.
* Issuing of security access cards and identification badges, logging all visitors`/contractors`. Ensuring that contractors working in the building are having the correct valid permit to work.
* Ensure lost and found properties are recorded in the lost and found logbook and properties handed over to Security Control Room for safe keeping.
* Maintain record of all keys/access cards movement and ensure that key/access card that is issued for any maintenance works is approved by the maintenance department and no other areas are accessed except approved areas.
* Responding quickly to fire alarms and act in accordance with client`s emergency procedures and liaising with management or duty officers when appropriate.
* Monitoring CCTV cameras, the reception area and intruder alarms and acting upon suspicious behavior in liaison with duty officers.
* Provided general administrative support and performed clerical duties such as filing, photocopying, collating, faxing, sorting and distributing mails.

**PROFESSIONAL TRAINING:**

* Customer Service Training.
* Office Ergonomics Training.
* Fire Safety and Basic Fire Fighting.
* DGR (Dangerous Goods Regulation).
* Advance First-Aid and Emergency Response Training.

LANGUAGES

English: Excellent

 French: Fair

**HOBBIES**

- Socializing, Reading and Movies.

**REFERENCES - Available on request**