

***CURRICULUM VITAE***

**Sume**

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**Nationality; Cameroonian**

CUSTOMER SERVICE EXECUTIVE

**Career Objective**

*Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals..*

**KEY SKILLS AND COMPETENCIES**

* *Strong verbal and written communication skills along with sharp listening abilities.*
* *Excellent Multitasking by handling several task simultaneously.*
* *Strong Interpersonal skills along with good problem - solving abilities.*
* *Ability to effectively prioritize and manage multiple priorities.*
* *Courteous, service oriented and willing to go an extra mile*
* *Excellent Technical abilities.*
* *Dependability and Team player.*

**Educational Qualification**

* BSc Degree in Economics University of Buea, Cameroon
* Diplomat in Hospitality Management

**Work Experience**

**Organization Swissotel Al Ghurair**

**Location Dubai, UAE**

**Position Front Desk Agent, May 2017- Present**

**Duties and Responsibility**

* Supervises and creates schedules of 10 Front Desk employees.
* Accomplishes all check-in and check-out functions in a courteous, amiable and efficient manner.
* Welcomes each guest who enters the Lodging Reception Center and answers inquiries with accurate responses.
* Addresses stressful or emergency situations with composure and SOLUTION first mind set.
* Contributes to front desk sales generation by booking walk-ins, upgrading room reservations and offering additional perks or promotional products.
* Orients new employees on check in and check out procedures, front desk functions, room rates and proper use of front desk management software. Guides new hires on proper conduct, attire and appearance.

**Organization Sawa Hotel**

**Location Douala, Cameroon**

**Position Front Desk Agent, Feb 2015- Jan2017**

**Duties and Responsibility**

* Managed all guest check-ins by confirming reservations, assigning room and issuing and activating room key.
* Coordinated with Housekeeping to follow up on preparation of room prior to scheduled check-in. Alerted dispatch bell staff or valet staff as needed.
* Provided guests with information on hotel’s services and directions to resort’s key attractions. Coordinated with Disney resort’s customer service relations group regarding schedules and other promos that can be given to guests.
* Responded to queries on amenities, rates, room availability, promos, perks and other services.
* Processed guests’ payments – cash, checks, debit or credit and assisted in reconciling discrepancies in billing during checkout

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**Organization Guinness Cameroon SA**

**Location Yaounde, Cameroon**

**Position Sales Executive, January 2012-Jan 2015**

**Duties and Responsibility**

* listen to customer requirements and present appropriately to make a sale
* maintain and develop relationships with existing customers in person and via telephone calls and emails
* cold call to arrange meetings with potential customers to prospect for new business
* Respond to incoming email and phone enquiries

Act as a contact between a company and its existing and potential markets

* Negotiate the terms of an agreement and close sales
* Gather market and customer information
* Challenge any objections with a view to getting the customer to buy
* Advise on forthcoming product developments and discuss special promotions
* check the quantities of goods on display and in stock

make accurate, rapid cost calculations and providing customers with quotations