CURRICULUMVITAE

**PERSONALINFORMATION**



NAME: SHERA

EMAIL: shera-393845@2freemail.com

DATE OF BIRTH: March 15 1993

NATIONALITY: Cameroonian

HEIGHT: 1.69m

VISA STATUS: Tourist

LANGUAGES: English (excellent) and French (Excellent).

DESIGNATION**: TICKETING AND RESERVATION AGENT**

# **CAREER OBJECTIVES:** I am a professional and qualified Ticketing and Reservation agent in Managing ticketing booking activities on Amadeus, negotiating contracts to benefit the business while demonstrated good marketing and strategic skills, ensures policies and procedures for documentations, ticketing and refund adheredto company’s compliance guidelines.

 I enjoy dealing with the public, resolving conflict and defusing volatile situations before they escalate Remarkable ability in secretary duties with the notion of word, PowerPoint, photoshop, illustrator and the internet and also Great skills in administrative duties and digital marketing. Professionally presented, with good interpersonal skills and effective crowd control strategies, I am seeking employment with a high-profile travel organisation

 **SUMMARY OF QUALIFICATION**

* More than 2 years9months of qualifications with SIMPLE SERVICES & TRAVEL Douala Cameroon
* Excellent knowlegde of travelling softward (computer reservation system, Amadeus).
* Strong ability to understandand ,follow specific instructions and procedures governing an enterprice or company.
* Good organizational and time-management skills.
* Great interpersonal and communication skills.
* Passionate about travel and tourism.
* Customer orientedmindset.
* Good sales and presentation skills.
* Remarkable ability in secretary duties with the notion of word, powerpoint, photoshop, illustrator and the internet.
* Excellent ability to detect problems and report information to appropriate personnel.
* Profound ability to resolve customer complaints and concerns.
* In-depth ability to gather data,compiles information,and prepare reports.
* Great skills in administrative duties and digital marketing.
* Excellent communication skills in English and French Language.

 **WORKEXPERIENCES**

**2016:**Administrative assistant, sales & ticketing agent for 2years 9months (July 2019)

**2015:** Internship in SAPTRANS SARL (SAPOU TRANSPORT) DOUALA in Global Positioning System DEPARTMENT Douala Cameroon 4months.

**2014:** Internship inDecoding scripts in Cameroon General Certificate of Education Board (CGCE) board for 3months Buena Cameroon.

**2013:** Branch manager at DALLAS International Enterprise Douala Cameroon for 1year.

**2012:** Internship in Chede Cooperative Union in Human Resource & Marketing Department Douala-Cameroon 4months.

**2011:** Carried out academic training in SAPTRANS (SAPOU TRANSPORT) in Secretary Duties and Human Resource Department Douala-Cameroon 4months.

**DUITIES AND RESPONSIBILITIES**

* Advising clients about suitable travel options in accordance with their needs, wants and capabilities.
* Determining clients' needs and suggesting suitable travel packages..
* Organizing travels from beginning to end, including tickets, accommodation and transportation
* Use promotional techniques and promotional materials to sell itinerary tour packages.
* Create and updates electronic records of clients.
* Build and maintain relationships with clients.
* Supply travellers with pertinent information and useful travel/holiday material (guide, map, event programs).
* Collectdeposits and balances
* Provide daily reports on the driver’s abilities and capacities of driving such as excessive speed,duration, dates,breaks etc with the used of GLOBAL POSITIONING SYSTEM Technology.
* Ensuring meetings are effectively organised and minuted,maintaining effective records and administration, receiving payment by cash,cheques,credit cards etc, managing all the cash transactions, maintaining daily accounts of the transactions.
* To oversee advertising and promotion of a company’s product or services while generating sales.
* Assist clients with inquiries or other requests such as flight changes or cancellation, handle ticket reservations even through phones and also handles payments
* Seeking out potential customers, offering them the company’s products & services and persuading them to make a purchase or investments.
* Provided escort services for visitors, students, staff, faculty, and individuals responsible for transportation of monies to or from Storehouse’s depositories as required.

**ACHIEVEMENTS**

* Assist clients with inquiries or other requests such as flight changes or cancellation, handle ticket reservations even through phones, handles paymentss, handles payments.
* Ensuring meetings are effectively organised and minuted,maintaining effective records and administration, receiving payment by cash,cheques,credit cards etc, managing all the cash transactions, maintaining daily accounts of the transactions.
* Booked and issued domestic and international tickets using the AMADEUS system.
* Designed tour packages for both local and international travel.
* Responsible for the successful execution of escorted group travel packages, ensuring that itineraries, travel dates, transportation, hotel accommodation and transfers are up-to-date and accurate.
* Handled all avenues of reservations (through telephone, walk-ins, and retail agents)
* Creating problems solving,making sure organization accomplishes objectives and goals by planning,organising,staffing coordinating and controlling.
* Achieved high customer satisfaction for flight reservation and travel relation inquires.

 **EDUCATIONQUALIFICATION**

**2015:** Obtained a HIGHER NATIONAL DIPLOMA (HND) IN MANAGEMENT at CUIB Buea-Cameroon.

**2012:** Obtained an Advanced level in SALVATION BILINGUAL HIGH SCHOOL-Buea-Cameroon.

**2010:** Obtained ordinary level in MACBICOL Comprehensive Bilingual High School-Buea-Cameroon.

**2005:** Obtained first school leaving certificate in GOVERNEMENT BILINGUAL PRIMARY SCHOOL NDOBO-Douala-Cameroon.

**SKIILS**:Good communication skills, sales ability, modesty, Teamwork, relationship builder, Initiative & Enterprise, Problem solving, Planning & Organizing, Self-Management, Drive, Flexibility, Time Management, Learning Negotiate skills, entrepreneurial skills etc.

**LANGUAGE SKILLS:** Fluent in English and in French and also memorizes »WORD, EXCEL, PUBLISHER, POWER POINT**,** ILLUSTRATOR, PHOTOSHOP AND INTERNET.

**HOBBIES**: Sports, Dancing, Modelling and Travelling, Reading Novels.

**REFERENCE:** Shall be provided upon request