

**PERSONAL INFO**

**Name: Helen**

Email: Helen-394993@2freemail.com

**AWARDS AND RECOGNITION**

**2019** Award for Performance and Excellence, DPR.

**2018** Staff of the month Award, DPR.

**2015** Best seller for the whole UAE Apparel

**Areas of Expertise**

Admin Assistant

Customer Service

Receptionist

Call Center Executive

 **PROFESSIONAL SUMMARY**

 With a job experience of more than 13 years, with series of remarkable achievement, my job responsibilities has been focus on Administrative duties, customer satisfaction and other clerical duties such as scheduling of meeting, booking appointments and making travelling reservation.

 **KEY SKILLS**

* Excellent communication skill: Extensive communication abilities, including interpersonal, professional, written, and oral, which helps me convey information clearly and concisely.
* Problem solving skill: Handle couple of complaints as they come ensuring that every guest goes with a clear understanding and satisfied.
* Excellent interpersonal skills: Excellent customer service and professional interaction skills necessary to provide guests with the ultimate experience - -Attention to detail, critical thinking, decision making, and management experience.
* Flexible and confident and the ability to remain calm in emergency situation: As an optimist challenges are opportunities to make use of situation. Thus the need to remain calm and composed at all times is necessary.
* Team work skill: work as part of the team in the previous companies I have learnt to accommodate others as well as communicate with them in an assertive yet respectful manner, learnt to listen and put others before therefore maintaining a conducive atmosphere for better results.
* Organized service agent, comfortable multitasking, and familiar with administrative tasks -Experienced handling money responsibly and accurately

 ***EDUCATIONAL BACKGROUND***

**2018** Diploma in Business Management SAC from StonebridgUK

**2015** Diploma in Customer Service Excellence from Alison

**2015** Diploma in A Positive Workplace Approach to Conflict

 From LatitudeU Learning United States of America.

**2005** Bachelor of Arts degree (BA) in from the University of Buea, Cameroon.