

***URRICULUM***

***ITAE***

**Name : STEPHEN**

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**Visa Status : Visit Visa**

**Languages : English,French**

**Nationality : CAMEROON**

**Marital Status : Single**

## *OBJECTIVE:*

To acquire more knowledge, experice and skills to keep up with the ever increasing professional and technological changes to effectively enable me deliver professional and quality service.

## *summary of skills*

* Ability to stand and work for longer hours
* Superb mathematical and computer skills
* Experience in handling reservations, Cancellations and payments processes
* Assist guests over phone in booking reservations and making online payments
* Confirmed booking with guest through email, phone calls, fax, greeted, registered and assigned reserved rooms to guests

## *EXPERIENCE:*

**Firm : ESSOKA SECURITY**

**Location : DOUALA, CAMEROON**

**Position : Front desk**

**Duration : 2014 to 2016**

**Duties and responsibilities:**

* Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
* Respond to queries either in person or over the phone.
* Maintain daily performance of computer systems.
* Follow up with customers to ensure issue has been resolved.

**Hotel : Security Guard**

**Location : Douala, Cameroon**

**Position : Security**

**Duration : 2015 to 2016**

**Duties and responsibilities:**

* Providing assistance and guidance to managers, visitors and general staff.
* Contacting Police, authorities and other emergency services when necessary.
* Checking badges of employees, visitors and verifying authorization of visitors to enter the facility
* Responding to emergencies
* Reporting to all incidents, accidents or medical emergencies.
* Monitoring and patrolling business areas.
* Performing any light maintenance work that may be required.
* Warning violators of rules such as smoking and loitering.
* Issuing parking violation citations.
* Investigating incidents and preparing written reports with details of the incident.
* Checking emergency call boxes, staff radios, security lighting and alarms and ensure they are working.
* Having a highly visible presence of the premises.

## *Education Qualification:*

* Government Practicing High School Yaounde Cameroon: Advanced level Certificate (2008)
* Progressive Comprehensive High School Bamenda Cameroon :Ordinary level Certificate (2004)

## *PROFESSIONAL QUALIFICATION:*

* First Aid Training
* Customer Service
* Information Technology

## *Computer Skills and systems used*

* Basic Computer Knowledge

## *hobbies:*

* Reading
* Swimming
* Travelling

***Refferences:***

Available Upon Request