**Masango**

**Masango.215605@2freemail.com**

Position : ADMINISTRATIVE OFFICER

**OF COMPETENCE:** Public relations, office management, cu

**CAREER OBJECTIVE:**

 Dynamic, smart, bilingual in English and French, with a sound professional background, good knowledge of **Administration, Human resource management** and **Customer service management**, is seeking to work in any collaborative, educative and challenging environment.

**ABILITIES:**

Calendar management, prioritizing, resolving conflicts, scheduling and rescheduling meetings, Maintain database of various information, prepare contracts, minutes, memorandums, invoices, reports and managing records. Make Travel reservations, handling business travel and entertainment expenses, making appointments, arranging meetings on behalf of the executives. Prioritize and manage the executive's functions and daily activities that is, the various day to day ad-hoc duties. Perform personnel administrative tasks, including leave management and maintaining time card.

 **SKILLS:**

* Able to take minutes, prepare reports and organize all documents properly for the smooth running of the institution.
* Have good telephone etiquette and can also take and relay messages and calls.
* Able to deliver quality customer service at all times as well as develop positive relationships with actual and prospective clients.
* Possess excellent written, verbal and presentation skills in English and French language.
* Able and willing to learn and follow instructions.
* Organized, analytical and can properly manage time.
* Have a pleasant personality and I am focused and result oriented.

**PROFESSIONAL TRAINING:**

* Executive Secretary (Administration and office Management Professional) – Zabeel International Institute of Management and Technology, Dubai – 2014
* Human Resource Management - Zabeel International Institute of Management and Technology, Dubai – 2014

**PROFESSIONAL EXPERIENCE:**

* **National Company. 2012.**

**Position: Secretary.**

 **Duties:**

* Welcome clients to the Commission.
* Communicate with clients and build their confidence and take their testimonies.
* Identify cases of human rights violations.
* Arrange and keep record of client documents and files.
* Provide legal advice to complainants on the appropriate course of action to take to resolve disputes.
* Prepare reports, take meeting minutes, manage the executive’s calender
* Worked as a mediator in negotiations.
* **Law Firm Company. 2010.**

 **Position: Secretary.**

 **Duties:**

* Welcome clients to the chamber.
* Listen and receive all their complaints.
* Provide clients with appropriate legal advice.
* Receive and relay messages to the boss.

**EDUCATIONAL ACHIEVEMENTS:**

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| 2009 | UNIVERSITY OF BUEA , CAMEROON. | BACHELORS DEGREE IN LAW (LLB) |
| 2006 | SAKER BAPTIST COLLEGE LIMBE | ADVANCED LEVEL CERTIFICATE |
| 2004 | SAKER BAPTIST COLLEGE LIMBE | ORDINARY LEVEL CERTIFICATE |
| 1999 | CATHOLIC SCHOOL BOTA LIMBE | FIRST SCHOOL LEAVING CERTIFICATE |

**OTHER SKILLS / LANGUAGE PROFFICIENCY:**

Punctual, loyal and dedicated with a positive attitude, Ability to follow written and verbal instruction and directions

 **Computer literate in Microsoft office, Internet**

**ENGLISH :** Speak and Write English excellently.

**FRENCH** : Speak and Write French excellently.