****CURRICULUM VITAE**

***name : mr. aloysius***

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***address : abu hail – dubaI – UAE.***

**DISIRED POSITION :customer service agent**

**PROFILE**

*Seeking a challenging job to utilize my knowledge, training, skills and experience in the Customer Service domain, so as to make an active and significant contribution towards the achievement of the goals and objectives of the organization. Pro-activeness, personal motivation and my passion for serving people are my pillars and control forces for dealing with challenges in my job.*

**PROFESSIONAL experience**

**or**

* ***Guest Relations Agent : - Flora Creek Hotel,Diera City Center Dubai***

***Duration: 08th Nov 2013 – 10th Oct 2017***

* ***Customer Service Agent : - Ayaba Hotel Bamenda Cameroon***

***Duration: 10th May 2010 – 20th Jun 2012***

* ***Commercial Agent: - Les Brasseries du Cameroun- Kumba Cameroon***

***Duration: 11th Mar 2008 – 08th Sep 2010***

**educational qualification**

* ***2005-2008 : Bachelor Degree BSc. University of Buea (Cameroon)***

**professional responsibilities**

* Ensuring guest satisfaction through effective communication and meeting their needs.
* Working relentlessly towards maintaining guests comfort via standard customer service approach.
* Excellent observation and anticipation to guest needs and prompt response to their enquiries.
* Interacting individually with every guest to meet up with their respective needs.
* Making sure I maintain eye contact during conversations to entice and gain my guests attention and trust.
* Attend to the needs of all guests at all times happily and willingly.
* Create an indelible guest experience through personalized and proactive self-disposition.
* Drafting of duty weekly timetable.
* Responsible for guiding clients through their desired explorations.
* Ensures client safety and addresses individual needs.
* Assist clientele of all age groups.
* Answers any questions regarding my sphere of operation.
* Maintains a clean and safe working environment.
* Market, brand, sell, and execute ways of promoting company products via media platforms and effective communication processes.
* Data collection and entry,mastery of opera and literate in other computing aspects.
* Ability to work in a busy operating system of work and capable of handling multi task functions.
* Handling telephone calls,responding professionally and/or directing them to desired destinations.

**professional TRAINING**

* *First Aid/CPR/AED Training Flora Creek Hotel Deira City Center Dubai UAE.*
* *Guests Care Skills at Flora Creek Hotel Deira City Center Dubai UAE.*
* *Health and Safety NEBOSH Dubai UAE.*

**strenghts**

* *High positive energy and enthusiasm*
* *Self- motivated and ability to work independently and as part of a team*
* *Excellent supervisory and customer service skills*
* *Rapport and trust building*
* *Following up on consistency*
* *Interacting perfectly with people from all walks of life*
* *Efficient and well behaved person*
* *Excellent communication skills*
* *Extremely hardworking*
* *Keep excellent inter personal relations with colleagues and ready to help them*

**ADDITIONAL SKILLS**

* *Microsoft office and proficient in data collection.*
* *Mastery of English, Public speaker.*

**Personal Details**

*Nationality : Cameroonian*

*Date of Birth : 07/17/1986*

*Gender : Male*

*Marital Status : single*

*Language Known : English/French*

*Height : 1.79cm*

*Visa status : Visit visa*

**reference**

*Available upon request*

**declaration**

*I hereby certify that the above information are true and correct according to the best of my knowledge& My Experience.*