**CURRICULUM VITAE**



**Foncham**

Email : roncham.384532@2freemail.com

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| **PERSONAL INFORMATION** |  |
| Date of Birth | : | 06 December, 1993 |
| Civil Status | : | Single |
| Gender | : | Female |
| Visa Status | : | Visit Visa |
| Nationality | : | Cameroonian |
| Language | : | English (Excellent) / French (Good) |
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**POSITION DESIRED: ADMINISTRATIVE ASSISTANT**

**CAREER OBJECTIVE**

I am innovative, proactive and a very dynamic person, results-driven, committed and articulated Customer-Service -oriented person with excellent communication skills and prominent level of customer commitment. Multi-skilled with the ability to plan & manage every aspect whilst maintaining & developing existing and new administrative data base. I also have a strong dedication, an engaging manner and a team player. My objective is to fully support business organizational activities, manage office operations, develop and maintain a close working relationship with people from all social backgrounds. I am seeking a challenging position in an organization to utilize my experience in carrying out assigned duties effectively and efficiently and add value to the current services offered.

**EDUCATIONAL**

**QUALIFICATION**

**B.A HISTORY**

**UNIVERSITY of Buea**

**2014**

**WORK EXPERIENCE**

**BRITANICA/ KING ENGINEERING**

**Nov 2015 to Jun 2018**

**Position: Personal Assistant / Administrative Head Job Responsibilities:**

Managing diaries, making appointments and arranging travel and accommodation. Provide general secretariat and administrative support to managing Director, directors and senior managers



Renewal of licensing and business memberships and accreditations



Answering and screening telephone calls and face to face enquiries.



Organizing external and internal meetings attending them and taking minutes.



Produce board meeting papers, agenda and facilities for meetings



Liaise with other staff regulatory authorities, suppliers and clients.



Maintain and enhance the working environment of various departments.



Involved in recruitment, budget, accounts, managing junior staff and handle human resource issues.



Stock management (stationery and Car fleet)



Take charge of stationery acquisition.



Raising purchase orders, expense claims and prepare invoices.



Perform other logistical and administrative tasks within the program’s scope of activities, as instructed by management.



Oversee the administration of program files and relevant documents, including the filing of documents, physically and electronically;



Obtain information and quotes for procurement processes;



Carrying out routine administrative duties and supervising other administrative staffs Promote a professional image of the company



Dealing with incoming and outgoing emails faxes and post and escalate to the concerned. Reporting, briefing papers and making presentations



Handle other secretary duties as per superior’s orders



Drafting letters and other documents, such as PowerPoint presentations



**EASYPAY S.A - PAYWAY CAMEROON** **Nov 2014 – Oct 2015**

**Customer Service Representative / Administrative Assistant**

**Duties and Responsibilities**

Handling business correspondence



Keep reception desk tidy



Answer and direct phone calls



Organize and schedule meetings and appointments



Develop and maintain a filling system



Submit and reconcile expense reports



Handle all confidential documents of clients



Communicate with clients and updates of their status



Provide general support to clients and visitor



Proficiently and professionally respond to customers questions pertaining to orders, product availability, price, product and services, procedures and policy.



Manage and resolve customer complaints and make follow ups where necessary. Submit and reconcile expense reports



**KEY COMPETENCIES AND SKILLS**

Good interpersonal and communication skills Confident and Self motivated



Efficient in filling and archiving, both hard and soft copies.



Strong organizational, administrative and analytical skills



Ability to manage conflicting demands



Handle all confidential information in a professional manner



Stress tolerance, high energy level and negotiation skills



Punctual and reliable and can work with or without supervision



Superb interpersonal skills and exceptional ability towards greater customer satisfaction Flexible and can be able to work in a multicultural environment



**REFERENCE**

Available upon request

**Foncham**