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**AIMEE**

**PERSONAL DATA:**

Nationality: Cameroonian

Sex: Female

Date of Birth: 04 june,1983

Religion: Muslim

Marital Status: Married

Language: English and French

Visa Status. Tourist Visa( 3 month)

**Email: aimee-392401@2freemail.com**

**Desired Position: Cleaner.**

**FOOD AND BEVERAGES, HOSPITALITY, SALES, CUSTOMER SERVICE PROFESSIONAL**

*Over 3 years of hard core experience in the above areas of Hospitality, Sales & Customer Service with a proven track record of credible achievements in a competitive environment. Always had the aptitude to grow to newer heights in my job role. Want to contribute to a dynamic work environment offering adequate opportunities for career growth based on my skills & experience. Merit where in strengths can be thoroughly exploited to professional use for development & growth of any given organization.*

***CORE COMPETENCIES***

**working Skills / Customer Engagement / Internal & External Relationship Management / Customer Service / Administration Capabilities / Time Management / Multi Tasking capability / MS-Office / Independent Worker**

***KEY RESULT AREAS***

* **Customer Engagement** – Relationship Management – I am known to maintain a long term relation with my external customers & to delight them, internal relationship management within any company is extremely important. I excel in this to excellent limits.
* **Customer Service** – I have always maintained high standards of service levels to all my customers since I thoroughly believe in a long term relationship professionally
* **Administration/Time Management** – Managing a team of employees makes me proficient on my time management thereby setting an example within the organization & relevant teams
* **Multi Tasking** – Given a high pressure job, I can very easily handle more than one task at a time without any display of frustration to my seniors.

***WORK EXPERIENCE***

***IBTISAMA COSMETICAND MAKEUP TRADING LLC ABU DHABI,UAE***

***Sales (*MAY 2016– OCT 2017)**

**Responsibilities**

* Greet and welcome ever customer who enters the shop.
* Assist customers in finding the goods and products they intend to buy.
* Stocking shelves with merchandise
* Answering queries from customers.
* Giving advice and guidance on product selection to customers.
* Keeping up to date with promotions and putting displays.
* Working in accordance with the company procedures and guidelines.
* Maintaining accurate records of all pricings, sales and activity report
* Making sure that all available spaces in the store are effectively utilized

**FRANCO HOTEL YAOUNDE, Cameroon**

**September 2012 – JAN 2016**

**POSITION: Waitress**

**Duties and Responsibilities:**

* Welcome all customers to the restaurant by courteously greeting them, offering them assistance to their respective seating location
* Assist customers by making appropriate selection of their cuisine & beverages thereby building customer confidence by offering them value added suggestions & opinions
* Maintain all customer records & updating of customer profile from time to time.
* Up selling additional F&B products to key customers
* Maintain sell out of each item on the menu for monitoring key selling dishes
* Delivery of checks/bills to customers
* Monthly stock inventory
* Processes statement of account of entire day’s sales with Cash, Credit sales split up
* Team building of all waiters/waitresses to work as a team & always maintain a smile to delight customers for repeat business

**ACADEMIC HISTORY**

|  |  |  |
| --- | --- | --- |
| **YEAR** | **INSTITUTION** | **QUALIFICATION OBTAINED** |
| 2009 | Government technical high school | Baccalauréat de l’Enseignement Secondaire (High School Certificate) |
| 2007 | Government technical high school | Probatoire (Ordinary Level Certificate) |
|  |  |  |

**LANGUAGES KNOWN**

***English and French*** *………….read and write perfectly well*

**SKILLS AND STRENGTHS**

* Creative Thinker
* Good interpersonal and communication skills
* Flexible and quickly adapts to different working environments
* Ability to work for extra hours when and where necessary
* Able to work long hours under pressure
* Good Observation, alert and vigilant
* Patient and empathic

**HOBBIES:**

Reading, surfing internet, learning new things and meeting people.

**REFEREES:** Available on request

  **AVAILABLE TO JOIN IMMEDIATELY**