**CURRICULUM VITAE FOR ALPHA MATENGARUFU**

**PERSONAL INFORMATION**

**Location: Dubai UAE**

**Email:** **alpha-393408@2freemail.com**

**Age: 21**

**Nationality: Zimbabwe
CAREER OBJECTIVE**

A highly organized and hard-working individual looking for a responsible position to gain practical experience and to make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

**EXPERIENCE**

**INSTITUTION:** School in Zimbabwe01/2017-09/2017

**POSITION:** Receptionist

**DUTIES:**

* Greet clients as soon as they arrive and connect them with the appropriate party
* Answer the phone in a timely manner and direct calls to the correct offices
* Deal with complaints or problems
* Check visitors in and direct or escort them to specific destination
* Enter customer data and send correspondence
* Copy, file and maintain paper or electronic documents and records
* Handle incoming and outgoing mail

**EDUCATIONAL QUALIFICATIONS**

INSTITUTION: Emirates Aviation University, Dubai, United Arab Emirates 09/2017-05/2019

PROGRAM: BTEC National Diploma in Aviation Operations with Business

**ABE UK DIPLOMA**

INSTITUTION: Gateway School, Harare, Zimbabwe 01/2015-12/2016

PROGRAM: Business Management

**CITY & GUILDS DIPLOMA**

INSTITUTION: Gateway School, Harare, Zimbabwe 01/2015-12/2016

PROGRAM: Information and Communications Technology