CURRICULUM VITAE

PERSONAL INFORMATION

Name : LOUIS

Nationality : Cameroonian

E-mail : louis-394714@2freemail.com

Address : Dubai, U.A.E

Visa Status : visit visa

Position : CUSTOMER SERVICE/sales representative **OBJECTIVE:**

I have a very enthusiastic attitude professionally trained with more than 3years’

experience working with people from diverse cultures and traditions. I am proficient in English and French. Idesire to work fora reputable company where I will be able to showcase my Passionate, excellent interpersonal and communication skills,

# Working Experience

* *Company : (Hotel in Cameroon)*

*Position: Customer Services Receptionist Duration : 4 years*

* *Company : (Cameroon)*

*Position: Customer Service sales representative*

Duration : 4 year

* *Company : Al Fujairah (UAE)*

*Position : customer service /sales and maketing Duration : 2 years*

* *Cumpany:Dubai*

Position : Sales Executive and Marketing Agent

# DUTIES AND RESPONSIBILITIES

* *Deal directly with customers either by telephone, electronically or face to face*
* *Respond promptly to customer inquiries*
* *Handle and resolve customer complaints*
* *Obtain and evaluate all relevant information to handle product and service inquiries*
* *Provide pricing and delivery information*
* *Perform customer verifications, process orders, forms, applications and requests*
* *Keep records of customer interactions and transactions*
* *Record details of inquiries, comments, complaints and actions taken*
* *prepare and distribute customer activity reports*
* *Maintain customer databases and manage administration*
* *Communicate and coordinate with internal departments and follow up on customer interactions*
* *Provide feedback on the efficiency of the customer service process.*

# SKILLS AND COMPETENCIES

* *Ability to adapt easily*
* *Exelent in Microsoft office and Excel*
* *Ability to meet deadlines*
* *Very fluent in English and French languages (spoken and written )*
* *Public Communication*
* *Reliable, very smart and duty conscious.*

# EDUCATIONAL BACKGROUND

* *GCE Ordinary Level Certificate*
* *Diploma*

HOBBIES: Reading, Singing, dancing, travelling, carrying out research, communicating, sports and watching movies.

# LANGUAGE PROFICIENCY:

* *English: Excellent*
* *French : Good*
* *Arabic : fair*

# CONCLUSION AND DECLARATION;

I hereby certify that the above mentioned Statement is correct and true to the best of my knowledge & belief. I should be grateful if you give this application your due consideration. Reverences are available up on request