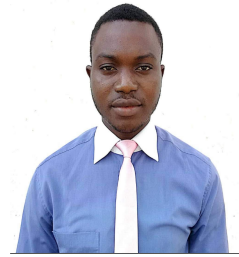




Reservation Agent
Edmond Komlan Apetogbo
E-mail: apekomlan@gmail.com
Mob: 0525616651
Address : U.A.E - Sharjah



OBJECTIVES:

Seeking a suitable Position, in the field of hospitality in any organization that offers recognition, development and security in exchange for dedication and maximum effort and best performance utilizing my knowledge and experience.

EXPERIENCE:

Jul 2017 - Jan 2019 Reservation Agent at ANEDAK Hotel (Togo)

Responsible to helping customers with planning and booking reservation for Hotel. Working with customers to plan out the duration of their stay and then send them the booking confirmation after payment.

- Handling reservations calls and request
- Generating reservation confirmation
- Handle Reservations emails and hotel direct email
- Enter group rooming lists while ensuring accuracy, as required
- Maintain a high level of product and service knowledge in order to explain and sell services and facilities to guests
- Ensure revenue is maximized by up-selling guest rooms and recommend hotel facilities.

April 2019-Nov 2019 Office assistant at MEDAAD SOLUTION (UAE)

Providing support to the company in administrative functions such as purchasing, billing and filing. Reporting to the manager to handle any logistic required for running project.

- Sort commercial invoices
- Follow up and check sponsorship
- Prepare commercial offers
- Calculate the output and Input VAT and file the return form (201)
- Provide administrative support such as writing correspondence, scheduling, emailing, routing callers, handling visitors and answering questions and requests.

EDUCATIONAL QUALIFICATION:

- Bachelors in Computer Engineering 2014-2017
- IELTS(International English Testing System) 2018

SKILLS:

- Ability to work in team group or independently
- Faculty to **read Customers**
- Strong communication skills and interpersonal
- Experienced in Microsoft product(Word, PowerPoint, Outlook, Open Office and Excel)
- Detail oriented and work with a high degree of accuracy.
- Self motivated and determined to get things done
- Experienced in Photoshop, InDesign, Illustrator.
- Well versed in PMS(Opera)

LANGUAGE:

French : Native
English : Advanced