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My expertise lies in a full range of customer service operations and driving office efficiency within detail-oriented, deadline-driven environments. Bookkeeping, correspondence, reports, calendar maintenance, meetings, and special event coordination are just a few of the areas in which I excel. With my key ability to prioritize tasks and collaborate with peers and management teams, performing a variety of administrative operations, including schedule management, report generation, accounts payable/receivable, and general reception.



**CORE COMPETENCIES**

**HILLARY PENDA NGALLE**

* Hospitality industry experience
* Customer service skills
* Computer literacy and fast typing
* Strong communication and interpersonal skills
* Availability to work in shifts and flexibility
* Attention to details and accuracy
* Time management and deadline orientation

**Dubai – UAE**

**+971554668493**

**pendahillary@gmail.com**

 **EDUCATION**



* **ALPHA ACADEMY , UK**
* BUSINESS ADMINISTRATION AND MANAGEMENT DIPLOMA
* **ALPHA ACADEMY , UK**
* HOSPITALITY MANAGEMENT DIPLOMA
* **LAURELS INSTITUTE DUBAI , DUBAI,UAE**
* CERTIFIED HUMAN RESOURCE MANAGEMENT (CHRM)
* **CAMEROON COLLEGE OF ART AND SCIENCE , CAMEROON**
* ADVANCED LEVELS
* **CAMEROON COLLEGE OF ART AND SCIENCE , CAMEROON**
* ORDINARY LEVELS
* **MVMR HIGHER SECONDARY SCHOOL, INDIA**

HIGHER SECONDARY SCHOOL

* **SRI CHAITANYA JUNIOR COLLEGE , ANDHRA PRADESH, INDIA**

HIGHER SCHOOL

* **INSTITUTE OF LEADERSHIP & MANAGEMENT-UK**

**CERTIFIED HUMAN RESOURCE MANAGER (CHRM)**

* **ACTVET, UAE (VALID & RECOGNIZED THROUGH GCC)**

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**CERTIFIED HUMAN RESOURCE PROFESSIONAL (CHRP)**

* **ACTVET, UAE (VALID & RECOGNIZED THROUGHOUT GCC)**

**INTERNAL AUDITOR CERTIFICATION**

* **VANGUARD MANAGEMENT CONSULTANCY LLC**

**ISO 9001:2015,ISO14001 OSHAS 18001:2007 & INTERNAL AUDIT TRAINING AWARENESS**

**6+ Years’ Experience**



**SKILLS & STRENGHTS**

* 6+ years of customer service experience.
* Certificate or diploma in hospitality.
* Exceptional interpersonal skills.
* Excellent written and verbal communication.
* Good time management and organizational skills.
* Conflict resolution experience.
* Patience and good listening skills.
* Proficiency in English; knowledge
* Computer literacy
* A customer-oriented and professional attitude
* An outgoing personality
* Outstanding communication abilities
* Excellent organizational and time-management skills
* Comfortable multitasking,
* Familiar with administrative tasks



**DOMAIN SKILLS**

* Handling incoming calls and other communications.
* Managing filing system.
* Recording information as needed.
* Greeting clients and visitors as needed.
* Updating paperwork, maintaining documents and word processing.
* Helping organize and maintain office common areas.
* Performing general office clerk duties and errands.
* Organizing travel by booking accommodations and reservations needs as required.
* Coordinating events as necessary.
* Maintaining supply inventory.
* Maintaining office equipment as needed.
* Aiding with client reception as needed.
* Experience as a virtual assistant.
* Creating, maintaining, and entering information into databases.
* Demonstrated capacity to provide comprehensive support for senior-level staff, including managing and coordinating projects and processes in support of effective business operations.

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 **ACCOR HOSPITALITY REGIONAL OFFICE,DUBAI,UAE**

 OFFICE ASSISTANT (SEPT 2020 TO PRESENT)

* Reporting to management and performing administrative duties.
* Answering telephone calls, as well as screening and forwarding calls.
* Scheduling and confirming appointments, meetings, and events.
* Welcoming and assisting visitors in a friendly and professional manner.
* Handling basic inquiries and sorting mail.
* Copying, scanning, and filing documents.

 **ACCOR HOTELS/** **GRAND PLAZA MOVENPICK,DUBAI,UAE**

 GUEST SERVICE AGENT (JAN 2019 TO AUG 2020)

* Analyse departmental documents for appropriate distribution and filings.
* Supports customer service team in improving operations and

resolving issues to deliver top-notch customer service.

* Resolves customer queries through effective communication and providing a step-by-step solution.
* Planned and executed product upgrade strategies to increase sales by 25%..
* Increase production rate by using excellent time management and leadership skills throughout all tasks.
* Raise productivity through strategic scheduling and effective time management.

 **NIKKI BEACH RESORTS AND SPA DUBAI,UAE**

 GUEST SERVICE AGENT (DEC 2016 TO DEC 2018)

* Welcome guests as soon as they arrive with great care and attention.
* Help encourage customer loyalty by building friendly, personalised relationships.
* Ensure that administrative procedures never take priority over guest relations.
* Anticipate guests’ needs and take them into consideration.
* Have an impeccable attitude which conveys the image of the Brand and Hotel .

 **AKWA PALACE HOTEL DOUALA CAMEROON,DUBAI,UAE**

 GUEST SERVICE AGENT (DEC 2014 TO DEC 2015)

* Welcomed guests warmly, providing an efficient, friendly
* check in and check out service.
* Safeguarded and closely monitored premises to provide optimal hotel security and safety.
* Answered, screening and directing incoming calls while providing basic information as needed.
* Assisted guests with luggage storage and transportation to maintain satisfaction.
* Anticipate guest needs and build rapport with customers.
* Arranged shuttle schedule on a daily basis, and informed guests of accurate times of arrival and departure.
* Managing the Inventory of the store.
* Responsible for Profit & Loss of the Store.
* Responsible for Internal Audit of Stock Movement.
* Conducting Safety awareness training & Job specific training..
* Maintain Al the HSE Checklist / Safety Induction / Visitor Induction/TBT Records.
* Regular Inspection of Hand tools, Power tools, Lifting tools & Safety harness.
* Establishes safety standards and policies as needed.
* Watches out for the safety of all workers and works to protect them from entering hazardous situations.
* Responds to employees’ safety concerns.

 **RENAULT NISSAN AUTOMOTIVE INDIA PRIVATE LIMITED, INDIA**

 **safety supervisor (August’2016 to July ’2018)**

* Share Incident/Accident Report to Interested Parties and conduct Lessons Learned training.
* Conducting and participating in Emergency Mock Drills on Confined space entry & Safe Evacuation of Work place, Work at height Rescue, fire-fighting and First Aid.
* Consulting with management regarding safety requirements to the worker and the premises.

 **INDUS MOTORS INDIA PRIVATE LIMITED, KERALA, INDIA**

 **ACCOUNTS ASSISTANT (JAN 2008 – MARCH 2010)**

* Reconcile invoices and identify discrepancies
* Create and update expense reports
* Process reimbursement forms
* Prepare bank deposits
* Check spreadsheets for accuracy

 **PAST COMPANY PROFILE**

* **Flipkart India Pvt. Ltd –** (**April 2014 to Aug 2016)**

**Executive - Fulfillment Center Operation**

* **M/s Adormi Technologies Pvt. Ltd. (June-2013 To Feb-2014)**

 **Operations Officer**

* **M/s Alpha Design Technologies Pvt. Ltd. (Oct-2011 To Nov-2012)**

**Administration Asst. cum Personal Secretary to Executive Director**

* **RCMA (Aircraft) CEMILAC, DRDO,(June-2007 To Sep-2011**

**P. A to Regional Director (Aircraft) cum Admin Assistant.**

 **COMPUTER SKILLS**

* Excellent In M.S Office
* Good Typing Speed
* Excellent in MS word, Excel
* Power point

**PERSONAL INFORMATION**

* Nationality

Cameroonian

* Language

English ,French

* Gender

Male

* Gender

Single

* Visa Status Employment Visa

 **ACHIEVEMENT**

* Re-organized something

to make it work better

* Identified a problem and

solved it

* Come up with a new idea

that improved things

* Successful opening of the five stars(5\*) Accor Hotel: Grand

Plaza Movenpick Media City Dubai (235keys)

* November 2017, Employee of the month at Nikki Beach Resort and Spa Dubai
* Guest reviews/ Feedback on Trip Advisor, Booking.com, TrustYou and Expedia.
* Volunteers at the Emirates environmental campaign 2020( Clean up UAE campaign).
* Developed or implemented

new procedures or systems

Identified a problem and solved it

Come up with a new idea that improved things

**MAJOR ROLES IN ORGANIZATION**



 **DOMA**

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