

FOBANG CHICK JOEL

Al Nahda, Sharjah, United Arab Emirates

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Date of birth	25th November 1996	Nationality	Cameroonian
LinkedIn	Fobang Chick Joel		

PROFILE	Extremely motivated to constantly develop my skills and grow professionally. Thorough and attentive, dynamic and customer service oriented with valuable experience.
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EMPLOYMENT HISTORY

May 2021 – Jan 2022	Customer Service Representative / Front Desk Executive, Uform Marina	Dubai
	<ul style="list-style-type: none">• Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.• Register and process payments via cash, POS and online.• Handle mails, responding to emails, complaints, inquiries, and suggestions in a timely manner.• Screen and forward phone calls to the appropriate personnel.• Maintain security by following SOPs, monitoring logbook, and issuing guest passes.• Maintain and update CRM system/database.• Report any maintenance/system issues on the spot to management.• Provide after-sales customer care for new clients.• Perform inventory on nutrition products and office supplies.• Upsell various products while skilfully providing up to date information about product.• Perform inventory on nutrition products and office supplies.• Consult and provide more information about various meal plans and available offers.• Prepare daily sales report and end of the day and weekly reports.• Perform other administrative and clerical tasks.	
Jan 2020 – Jan 2021	Guest Service Representative / Front Desk Executive, Lee Abbey London	London
	<ul style="list-style-type: none">• Welcome guests and helping them find their way around the building.• Verify and confirm guests' reservations both in person and over the telephone.• Check in and check out guests using Opera PMS.• Process guests' payments via credit card, bank transfer or cheques.• Maintain security by following procedures, monitoring logbook, and issuing visitor badges.• Proper management of office equipment.• Schedule meetings (both physical and virtual) and updating the office calendar for upcoming events.• Provide executive assistance to manager.	
Feb 2019 – Jan 2020	Office Assistant, Recabites Youth Ministry	Jinja
	<ul style="list-style-type: none">• Provide assistance to managing director.• Maintain diaries and arranging appointments.• Log and processing bills or expenses.• Implement new procedures and administrative systems.• Liaise with relevant organisations and partners.• Ensure compliance to organisation's policies and standards.• Make travel and accommodation arrangements.• Perform inventory, anticipate, and order office supplies.	
Jan 2018 – Dec 2018	IT Technical Support, Fakofric Communications	Bamenda
	<ul style="list-style-type: none">• Speak with clients to quickly help resolve their problems.• Install, configure, and maintain office equipment.• Set up new users' accounts and profiles and deal with password issues.	

- Provide support, including procedural documentation and relevant reports.
- Test and evaluate new hardware and software technologies for upgrades.

Jan 2015 – Dec 2018	Office Assistant, CAROMA Group	Bamenda
	<ul style="list-style-type: none"> • Provide support to both administrative and teaching staff as well as teaching students. • Ensure full implementation of the approved curriculum by teachers. • Handle correspondence, complaints, queries and preparing letters, presentations, and reports. • Implement and maintaining procedures/office administrative systems. • Maintain personnel records up to date, arranging interviews and so on. 	
Mar 2014 – Jan 2019	Desktop Support, Sound Technician, Christian Gospel Radio	Bamenda
	<ul style="list-style-type: none"> • Serve as the first point of contact for IT support within the company • Install, configure, and maintain software and hardware components of computer, network systems and the sound board. • Ensure the security of computers by installing and upgrading antivirus and firewall software • Test new hardware and software before full-scale installation 	

EDUCATION

Oct 2014 – Aug 2016	Associate Degree, Higher Institute of Business and Management Sciences	Bamenda
Jan 2014 – Dec 2014	Cisco Network Associate, Paul's Computer Institute	Bamenda
Jun 2013 – Sep 2013	IT Fundamentals, Laureate Business College	Bamenda

SKILLS

Interpersonal Communication skills	Effective Team Leader
Flexibility and Adaptability	Initiative and Problem-Solving abilities
Customer Service	Multitasker and detailed oriented
Opera PMS	Microsoft Office Suite
Desktop Support	Data Entry

LANGUAGES

English
French
West African Pidgin English

COURSES

CompTIA IT Fundamentals, Fire Safety, First Aid

REFERENCES

Reference available upon request