

**NAME: JUNIE LOVE FOPIE FEYON**  
**MOBILE: +971581686038**  
**EMAIL: [junielovefopie@gmail.com](mailto:junielovefopie@gmail.com)**



**CUSTOMER SERVICE.**

**CAREER OBJECTIVES**

To be part of an organization where I can use my skills and contribute to the continuous success of the company and to attain a high level, prove to be an asset and grow with the company. Self oriented, excellent organizational skills, coordination and well established managerial skills. Multi lingual and good interpretation.

**SKILLS**

- Proficient in MS Word, MS Excel, MS PowerPoint
- Good in oral and written communication ( English and French languages)
- Good in time management.
- Committed to attendance and promptness.
- Enjoy fast pace environment.
- Customer service award recipient.
- Constantly receive customer and supervisor praise.

**EDUCATIONAL BACKGROUND**

- **University of Bamenda (CAMEROON)**  
July 2016
- **Government High School (Bamenda Cameroon)**  
January 2012

**EXPERIENCE:**

HILTON HOTEL YAOUNDE CAMEROON.  
(September 2019-November 2020)

**FRONT DESK PERSONNEL**

- Greetings guest and respond to their request and issue in a timely ,personal and efficient manner.
- Inform guest about payment method and verify credit card data.
- Assist guest with check-in , answer and provide assistance.

- Provide information about hotel, restaurant, available rooms, rate and amenities
- Liase with housekeeping staff to ensure all booked rooms were clean and ready .

### **SANTA PLUS YAOUNDE CAMEROON:(2016-2019)**

#### **CUSTOMER SERVICE.**

- Typing, printing and mailing company's documents.
- Cashier on company accessories.

Answer customer inquiries regarding products or services

- Advising customers on the type of products that is best for them
- Taking note of the lacking products in the shop and informing the manager.

#### **PROFESSIONAL SUMMARY:**

*Front desk clerk with extensive knowledge of customer service and office management adept at resolving guest conflict with strong communication skills both oral and written. Highly organized and detail oriental and constantly receiving praise from supervisors.*

#### **PERSONAL INFORMATION**

<b>Age:</b>	25years
<b>Date of Birth:</b>	10 January 1997
<b>Sex:</b>	female
<b>Status:</b>	Single
<b>Nationality:</b>	Cameroon
<b>Visa Status:</b>	Employment

*I hereby certify that the above information are true and correct to the best of my knowledge. I will like to welcome an opportunity to discussed with you about my resume. Reference shall be provided upon request.*