

PERSONAL INFORMATION

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Visa Status: NOC
Current location: Dubai - UAE



CUSTOMER SERVICE FOCUS

- Team work.
- Effective Communication.
- Personal Accountability & Commitment to achieve.
- Resilience and Flexibility.
- Highly responsible & reliable.
- Handle cash effectively and accurately

SKILLS AND COMPETENCE

- Proficient in the English and French language (verbal & written), Understand Spanish.
- Strong ability to focus attention on customer needs, remaining calm and courteous at all times.
- Maintain a positive attitude and focus on customer satisfaction in a fast-paced environment.
- Ability to work under pressure.
- Can Multitasking with outstanding organizational, interpersonal, persuasive and positive attitude skills.
- Able to stand and walk for extended periods of time.
- Excellent at reading, writing, and performing excellent numerical skills.
- Ability to work cohesively with fellow colleagues as part of a team.
- Point of Sale Systems (POS).
- Knowledge of international health and safety standards/ ISO 9001.
- Basic knowledge of Loss Prevention.

WORK EXPERIENCE

TRANSGUARD GROUP (Zabeel House Hotel) DUBAI (2019- 2020)_Receptionist

As the public face of the company, I was responsible for dealing with any and all customer questions about the products and services the company offers while constantly updating my knowledge of the company products, services, and policies but was not limited to the following:

Duties and responsibilities:

- Answer telephone, screen and direct calls.
- Provide information to callers.
- Deal with queries from the public and customers.
- Ensures knowledge of staff movements in and out of the hotel.
- Prepare letters and documents i.e. courier.

LLOYDS BEACH RESORT, ANTALYA. TURKEY (2016 - 2018) Guest Service Agent

Coordinated all Guest Service operations communicating with colleagues to ensure that they are performing their functions in accordance with established hotel standards but was not limiting to the following:

Duties and responsibilities:

- Greeting every Guest approaching the bell desk, and acknowledge waiting Guests if they are engaged at that time.
- Ensure that luggage will be delivered to arriving Guest rooms within 15 minutes, and would advise the guest if there is a delay.
- Keep an accurate record of all luggage delivered and collected, as well as all items delivered to rooms.
- Prepare the daily driver schedule.

TIKO AIRPORT (TKC) Domestic flights, (Part-time). CAMEROON(2015- 2016) Ticketing Assistant

Mainly making sure ticketing policies and procedures were correctly implemented but was not limited to the following:

Duties and responsibilities:

- Responding to inbound calls from customers, employees and management to respond to booking queries and to generate future bookings.
- Obtaining appropriate fares from customers upon delivery of travel tickets.
- Making reservations and book travel tickets for customers and guests.
- Promoting direct telephone sales so as to reduce distribution costs and generate sales
- Printing and reconciling sales returns to account for daily sales.

EDUCATION

General Certificate of Education (G.C.E.) - Advanced Level Diploma, Government High School, CAMEROON.

LANGUAGES

English:	Native	Spanish	: Intermediate
French:	Native	Arabic:	Basic

I T SKILLS; Computer literate in Microsoft Window packages

MOBILITY AND FLEXIBILITY

I am willing to relocate anywhere in the UAE.

REFERENCE

Upon request.