



# Ashukem Nelson Agbor

## Customer Service & Hospitality Professional

Motivated, results-driven & experienced Customer Service & Hospitality Professional with over 4 years of extensive and diversified experience. Flexible and versatile thrives on rapidly changing situations & deadline-driven environments, and always remains open to new challenges. Acquired highly developed sets of skills with a proven ability to manage personnel and programs, improve processes, and accomplish objectives regardless of budget cuts and time constraints. Recognized and respected for meticulously decisive processes and operational development prowess that leads to sustained organizational growth. Exceptional communicator, skilled at developing highly productive relationships with vendors, clients, and stakeholders. Demonstrate leadership in communicating business goals, program objectives, and processes for the functional business segment. To secure a position that will utilize my organizational abilities and educational background and be an active part of the company in achieving its goals.

✉ ashukemnels29@gmail.com

📞 +971-52-233-9479

📍 Abu Dhabi, United Arab Emirates

🎂 Age : 29 years

🇨🇲 Nationality : Cameroonian

## WORK EXPERIENCE

### Front Desk Receptionist Fassco Operations, Cleveland Clinic

06/2016 - Present

Abu Dhabi, UAE

#### Achievements/Tasks

- Provide high-level administrative support by managing operations, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conferences, and scheduling meetings.
- Manage the daily operations of the office with minimal supervision and anticipated the needs of the business in advance.
- Provide guests with professional assistance and immediate response to requests and needs which resulted in a 15% increase in customer loyalty.
- Maintain accounting records for select financial statement areas and assist with various recurring and month-end accounting functions directed toward the processing of all transactions.
- Performed general office duties, such as ordering supplies, maintaining records, managing database systems, and performing basic bookkeeping work.
- Promptly resolve customer complaints and ensure maximum client satisfaction.
- Provide exceptional customer service and establish trust among customers, employees, and management.
- Plan, organize and coordinate departmental events including corporate meetings and offsite training and development initiatives consistently delivering results on time and within established budgetary guidelines.
- Ensure security and safety throughout all areas; by monitoring safety, health and making sure that sanitation processes were strictly followed.
- Supervise a team of 13 caregivers per shift and ensure continuous and effective communication and assistance to foster a positive work environment.

### Economics and Management Teacher Enochong Memorial College

09/2015 - 04/2016

Mamfe, Cameroon

#### Achievements/Tasks

- Planned, developed, and used effective teaching methods and materials which assist students in meeting course objectives.
- Performed assessments of student achievement, behavior, and social interaction and developed strategies for slow learners.
- Maintained high standards of competence in the discipline and teaching methodologies.
- Maintained familiarity with current texts, materials, teaching aids, and techniques relative to courses within the discipline and recommend their adoption when appropriate.
- Continued to update and revise course content and teaching methodology in order to maintain currency and relevance.

## SKILLS

- Administration
- Operations Management
- Project Management
- Business Development
- Customer Services
- Client Relation Management
- Communications
- Compliance Management
- Inventory Management
- Cost Management
- Problem Resolution
- Quality Control
- Risk Management
- Strategic Planning
- Workflow Management
- Team Leadership

## EDUCATION

### Bachelor of Science in Business Administration and Management University Of Yaounde 2, Soa, Cameroon

2015

## CERTIFICATES

### Professional Development Programme - Training on Customer Service (2018)

The Emirates Academy of Hospitality Management, Abu Dhabi

### EFST Certificate (2017)

Abu Dhabi Food Control Authority, UAE

## TECHNICAL SKILLS

### Microsoft Office

Word, Excel, PowerPoint & Outlook

## LANGUAGES

English



French



## REFERENCES

Available upon request.