

TOUR GUIDE-RESUME

Name: NGOBO SHELLA MBANDO

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Languages: Native English/French

Visa Status: Visit visa



Date of Birth: 10/03/1992

Summary

Seasoned travel and tourism professional with more than 3 years' experience assisting customers fulfill their domestic and international travel needs and with 3 years' experience as a customer service representative. Extensive knowledge of many of the top travel destinations and proficiency in the latest travel coordination and booking software. Gifted at developing custom-built travel itineraries that exceed expectations while still fitting into clients' budgets. Dedicated to helping clients reach their dreams of traveling the world.

Skills

- -Excellent customer service skills that ensure client satisfaction in vacation packages and travel itinerary.
- -Strong problem-solving skills that allow me to handle even the most stressful of situations, such as stranded clients, canceled flights, overbooked hotels, and other travel emergencies.
- -Fluent in Spanish, German, and French to easily communicate with contacts in countries where these languages are the primary language.
- -Extensive knowledge and education of the top tourist destinations around the world, including the best restaurants, hotels, and attractions.

Bati Consultancy and Tours Service Yaoundé, Cameroon.

2019 - 2021 Tour Guide.

- Asked open-ended questions to better ascertain client needs and determine best international travel offerings.
- Responded to client's questions, issues, complaints and found appropriate solutions when needed.
- Completed accurate reservation for business travelers at point of sale.
- Developed loyal clientele base due to excellent listening and research skills and keen understanding of travel budgets.

Experience

Customer Service Representative

Providing Exceptional Service ... Building Loyal Relationships ... Solving Problems ... Increasing Sales

- Dynamic customer service professional experienced in both call-center and retail store settings.
- Productive relationship builder; excel at listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
- Highly professional--dependable, reliable and able to perform duties with minimal supervision.

EXPERIENCE

MTN Cameroon.

Customer Service Representative, 2015 to 2018

- Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
- Listen attentively to caller needs to ensure a positive customer experience.
- Access electronic and paper cataloging systems to look up product information and availability.
- Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
- Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.

Key Achievements

- Achieved "Server of the Month" in August 2017, March 2018, and July 2018.

Skills

- Friendliness & Personability
- Written & Verbal Communication Skills
- Collaborative & Interpersonal Skills
- Physical Stamina & Strength

SOFTWARE AND DEVICES:

- Microsoft Office

ACADEMIC QUALIFICATIONS:

- Higher National Diploma, Tourism and Hospitality Management
- High School: Cameroon General Certificate of Education-Advanced level and Ordinary level Certificate

HOBBIES

Music, reading, reading, socializing.

References : Available on request
