**Curriculum Vitea**

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**Personal Profile.**

**VIVIAN CHUCHWA.**

Address: Silicon Oasis , Dubai

Mobile: (+971)581284601

Visa status: Visit Visa

Email: Vivianchuch@gmail.com

Nationality: Cameroonian

**Career Profile.**

A professionally Dedicated & experienced Sales/Administrative Assistant with over seven years of valuable Experience in Manufacturing, Banking Sector and Retail Industry. I possess excellent interpersonal & problem solving skills with efficient planning, good management & organizational skills. I look forward to a successful career with a reputable multinational company where my skills and experience will be fully utilized.

**Professional Skills/Knowledge**.

* Excellent interpersonal, teamwork and communications skills and a strong results-oriented approach
* Exercise mature judgment and discretion in handling confidential and sensitive information pertaining to Suncor business
* Exceptional organizational skills and the ability to work under tight deadlines and pressure in a fast-paced highly stressful environment
* High level of integrity and customer services skills to all levels in the organization
* Flexibility and the ability to accommodate multiple requests and priorities from key stakeholders in a diplomatic manner
* Energetic, engaged and responsiveness to changing needs of the day
* Professional, proactive and well-organized yet flexible work style

**CAREER SUMMARY.**

**Sales Assistant Ghahoud Group Dubai** -UAE

From October 2018 - Present

* Answering calls politely and professionally to provide information about services and products.
* Check and ensure that all Customer Care Executives are well informed and have up-to-date information so that they can best service the customer.
* Always check and ensure that Customer Service follow-up procedures are complete and meet time standards and regulations.
* Train customers and/or staff to provide a high level of support and knowledge on any new product or system.
* Keeping records of customer interactions and different transactions, recording details of complaints, comments, inquiries.
* Processing or taking orders, filling in forms and applications.
* Follow up to ensure that appropriate action has been taken on customer requests and complaints.
* Getting feedback and Quality Assurance on identified or unidentified errors.

**Hotel Lagona Admin/ Sales** -Cameroon

From June 2017- Oct 2018

* Assisting with Client Services as needed according to situations and demands.
* I Escalate unresolved customer requests, pass on grievances to higher departments for further investigation and clarification.
* Handling employee issues, staffing, managing client schedules, managing workflow, shedding light on departmental policy.
* Performing the registration process for clients without any errors.
* Make reminder calls to clients, send follow-up emails and schedule appointments.
* Always perform timely performance evaluations and initiate appropriate action if needed
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.
* Develop and maintain a filing system.

**Trainings Attended**

* Diploma in Hotel Management
* Career development training,
* Human resources, office and management Skills,

**EDUCATION /QUALIFICATIONS**

 2015- 2015 Diploma in hotel Management and reservation.

 2002-2005 Advanced Level Certificates

 Bilingual Grammar School Buea, Cameroon

 2000 Government Bilingual Secondary School

 Ordinary Level Certificate,

**Languages Skills**.

 **Written Spoken Writing**.

* English; Excellent Excellent Excellent
* French; Excellent Excellent Excellent

**Interests;**

* Likes meeting people of diverse cultural backgrounds and travelling.

**References Available On request.**