CURRICULUM VITAE

**PERSONAL PROFILE**

NAME: EYONG SANDRA KAYUH

DATE OF BIRTH: 04/01/1994

VISA STATUS: EMPLOYMENT

NATIONALITY: CAMEROONIAN

ADDRESS: DUBAI

E.MAIL ADDRESS: sandracharis63@gmail.com

PHONE NUMBER: 0543640548

 **POSITION SEEKING: RECEPTIONIST**

 CAREER OBJECTIVES

I am a courteous, polite and well spoken individual, who is highly efficient with excellent organizational skills. I am a keen learner who can absorb ideas, communicate clearly and effectively and also able to find suitable solutions to meet the needs of guests. Keen to find a suitable position within an ambitious hotel where I will be able to continue to increase my work experience, develop my abilities and add more value to the hotel’s customer service

PROFESSIONAL STRENGTHS

* Excellent computer skills, online marketing ,MS Office,
* Possess effective written and verbal communication skills.
* Confident and Self motivated.
* Physically strong.
* Ability to perform tasks independently as well as part of a team.
* Highly initiative to manage a busy workload without close supervision
* Good motivator with excellent presentation skills
* Ability to handle multiple tasks and solve customer queries efficiently
* Excellent customer service skills and demonstrable experience.

WORKEXPERIENCE

**2019-PRESENT PRODUCTION HELPER/Quality controller Modern Bakery LLC DUBAI**

* Packing of goods for delivery
* 2019-PRESENT, QUALITY CONTROLLER AT MODERN BAKERY LLC DUBAI
* Responsibilities:
* Ensure the product meets customers expected quality.
* Check the quantity of stock left and that to be supplied.
* Report to the production department in case of low product quality.
* Ensure various product have same quantity measurement as per product
* Preparations of orders.

**AKWA PALCE HOTEL. DOUALA CAMEROON.**

**Position: Receptionist**

**Duration: February 2015 to June2019**

* Welcome guests as they arrive at the hotel
* Dealing with enquiries and room reservations on the telephone and online
* Providing guests with information about local attractions and places of interest
* Checking guests in and out of the hotel
* Issuing keys, preparing bills and dealing with payments
* Maintain customer records by updating account information.
* Resolves service problems by determining the cause of the problem, clarifying the customer and explaining the best solution to solve the problem
* Recommending services to management by collecting customer information and analyzing customer needs
* Convincing customers to use additional services using my sales skills so as to generate more revenue for the hotel
* Taking messages, storing valuables and ordering taxis
* Making sure they receive their messages without delay, along with any mail that may arrive for them

 **Company:** **CAMEROON MOUNTAIN CONSERVATION FOUNDATION**

**Position: Receptionist**

**Duration: February 2014 to June2015**

**Duties:**

* Dealing with incoming and outgoing post
* Handling telephone and facetoface queries and updating the computerised appointment system.
* Registering new customers and checking that paperwork is correct
* Performing daily checks on consulting rooms, turning on computers, checking couch roll and supplies are filled
* Updating data base, use of office equipment including printers, scanners and photocopiers
* Cash handling, reconciliation, banking

 **EDUCATIONAL QUALIFICATION**

* University degree
* Professional Training Diploma
* High School Diploma (GCE Advanced Level)

**DECLARATION**

 I hereby assure you that the above mentioned information is accurate and true to the best of my knowledge. In the event of me being selected, you are assured of my wholehearted effort to carry out my duties to the best of my ability.

EYONG SANDRA KAYUH