

CURRICULUM VITAE

Name: ASANGHANWA ASCENTIA MANKA'A
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Date of Birth: 16/05/1996
Visa Status: Employment Visa
Language: English and French
Address: Satwa, Dubai, UAE
Position: CUSTOMER SERVICE



PROFESSIONAL SUMMARY

To be able to have an opportunity to practice and conduct my acquired skill and knowledge in a manner compatible with the dignity of my profession, and to be able to meet new challenge that would promote constant learning and professional maturity. Customer service oriented with a strong commitment to providing quality service and high level awareness of workplace health and safety regulations. Self-initiated team player with a proven ability to work autonomously, resourceful and adaptable to changing environments and practice.

Key Skills and Qualifications

- Problem Analysis | Problem Solving | Organizational Skills
- Customer Service Orientation | Adaptability | Initiative
- Strong Interpersonal-Communication skills
- Knowledge about customer service applications and administrative procedures.
- Languages – Fluent in English, French

Core Competencies

- Organizational and planning skills
- Communication skills
- Customer service orientation
- Attention to detail
- Information management
- Problem solving
- Reliability

WORK EXPERIENCE

Mr Baker's Bakery Foncha Street Bamenda Cameroon

Customer Service representative (Jan 2018 To April 2020)

Responsibilities

- Answer and screen incoming calls
- Handle and redirect customer queries
- Take and distribute messages
- Manage all visitors
- Organize incoming and outgoing mail
- Coordinate meetings and appointments
- Assist with organization of company functions and events
- Prepare letters and documents
- Utilize MS Office fully in daily tasks and responsibilities
- Set up and maintain accurate data management systems
- Research and retrieve information
- Maintain a professional reception area

UAE Experience

Experience as a Waitress and Cashier at Lagardere Travel Retail and Restaurants at Terminal 3 Dubai Aiport

From July 2021 to January 2022

EDUCATIONS AND QUALIFICATION

- Bachelor's Degree in Nursing (first class)UBa Cameroon 2018
- Higher National Diploma In Nursing ,NPUI Cameroon 2016
- G.C.E Advanced Level Certificate 2013
- G.C.E Ordinary Level Certificate 2011

REFERENCES

AVAILABLE UPON REQUEST