

CURRICULUM VITEA

Name: AGWE ATAM SIDOUANE

Mobile: +971-582 654 801

Visa Status: Employment (Unlimited Contract)

Email Address: angelorims@hotmail.com



CAREER OBJECTIVES

I am a hardworking and experienced Receptionist/Office Amin Assistant with several years of experience serving as a supportive and integral employee in high volume client settings. Experienced in creating schedules, making appointments, and providing clients with optimal customer service. Bringing forth the ability to manage front desk settings with poise and grace, in addition to managing a variety of administrative duties. Eager to join a new team of people, and assist them as a dedicated and passionate employee.

SUMMARY OF CAPABILITIES AND SKILLS

- Good communication skill with good command of English.
- Ability to understand different kinds of people
- Good interpersonal relation with the ability to interact with people at all levels.
- Ability to provide quality customer service and work under pressure.
- Honest, hardworking, committed and a fast learner
- Working individually and within a team.
- Excellent Computer Knowledge.
- Good knowledge in MS Excel, MS Words, MS PowerPoint and the Internet.
- Very organised including in terms of paper work and emails.

EDUCATION

- Secretarial Training Certificate 2018 – Atlas, Dubai
- Certified Customer Service Professional (CCSP) – 2017
- Advance Level Certificate - 2012
- English Language and Information & Communication Technology(ICT) - 2010
- Ordinary level certificate - 2009

WORKING EXPERIENCES

Company: Liwa Minor Food & Beverages LLC – Dubai. (2018 – Present)

Designation: Kitchen In-charge/Supervisor

Duties:

- Manages the kitchen porters
- Order food stuffs and supplies according to the store needs and keep track of all invoices
- Receive and post invoices to the head office via the company's stock monitoring system
- Answer phone calls from guest, head office and other outlets as well as sending and receiving emails
- Conduct inventory twice in a month and account for any shortage or excess that we may have
- Ensure the Kitchen is a safe and hygienic place to work

Company: Chariot Hotel Complex – Cameroon. (2016 – 2017)

Designation: Receptionist/Cashier

Duties:

- Providing rooms for guests with or without reservations
- Servicing same-day reservations as well as pre-registered guests.
- Taking reservations by telephone and email
- Preparing bills and dealing with payments
- Provide information about available rooms and rates
- Issue room keys and hotel information, and process payments.
- Checking guest in and out of the hotel
- Handles complaints and request of guests and visitors

- Provide guest with information about hotel facilities
- Balancing cash accounts and ensuring that all checkout payments balance at the end of the shift.
- Creating cash report sheet at end of every shift to my head of department
- Perform other clerical duties

Company: Total Care Services LLC. Ajman, UAE. (Nov 2013 – Nov 2015)

Designation: Concierge/Receptionist

Duties:

- Deliver excellent customer service, at all times.
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.
- Coordinates efforts with security company personnel
- Keeps record of visitors in and out of the facility
- Fulfil all reasonable requests from tenants to ensure their comfort, satisfaction and safety.
- Report any maintenance issues immediately to line manager, including all furniture, fittings and equipment.
- Be responsible for evacuation, in cases of emergency, acting as first point of contact for tenants, guests and the emergency services.
- Maintain personal knowledge by completing in-house training and workbooks.
- Prepares and sends report via email

HOBBIES

- Football, Singing and Dancing, Reading and Research

Reference is available upon Request.

	INSTITUTE NAME Atlas Educational Institute LLC	اسم المعهد معهد أطلس التعليمي ش.ذ.م.م	
	PERMIT NUMBER 60053	رقم التصريح 60053	
CERTIFICATE OF COMPLETION <h2 style="margin: 0;">SIDOUANE AGWE ATAM</h2>			
Training Course Name: Secretarial Course			
NUMBER OF HOURS	DATE	GRADE	
30	From Oct 14 2018 To Nov 19 2018	A	
INSTITUTE SIGNATURE/STAMP		المعرفة KHDA QR ATTESTATION	
		<small>By virtue of Law No. (30) of 2006 establishing the Knowledge and Human Development Authority in Dubai, the Authority certifies the training institute name and the course name without having liability on other contents.</small>	
		<small>بموجب القانون (30) لسنة 2006 بإنشاء هيئة المعرفة والتنمية البشرية في دبي، تصدق الهيئة على اسم المعهد واسم الدورة دون تحمل المسؤولية عن المحتويات الأخرى.</small>	
		<small>Fees: AED 50 Knowledge Dirham: AED 10 Innovation Dirham: AED 10</small>	
		<small>رسوم التصديق: 50 درهم درهم المعرفة: 10 درهم درهم الابتكار: 10 درهم</small>	

