

# CURRICULUM VITAE

## Personal details

**Name: DJOUFACK GLADYS**

Date of birth: 09/02/1991

Nationality: Cameroon

Sex: Female

Address: Abu Dhabi

Telephone number: 0528329229

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Language: English/French



## **POSITION: RECEPTIONIST**

### **PERSONAL SUMMARY**

Adaptable Front Desk Receptionist with experience in a variety of industries and a history of success in providing exceptional customer service. Experience in managing all facets of front office administration, including handling multi-line phone systems, managing schedules, and maintaining reception and waiting areas. Hands-on skills in using applications such as MS Office, Millennium, and QuickBooks to facilitate daily office operations.

### **WORK EXPERIENCE;**

#### **HILTON HOTEL YAOUNDÉ; CAMEROON 2016-2018**

##### *Duties:*

- Greet and welcome guest as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and materials (e.g. pens, forms and brochures)
- Provided basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations and prepare voucher & LPO
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Answer and direct phone calls
- Organize and schedule appointments
- Plan meetings and take detailed minutes
- Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Update and maintain office policies and procedures
- Order office supplies and research new deals and suppliers
- Maintain contact lists
- Book travel arrangements

- Submit and reconcile expense reports
- Provide general support to visitors
- Act as the point of contact for internal and external clients
- Liaise with executive and senior administrative assistants to handle requests and queries from senior managers

## **MIRAJ'S SUPERMARKET DOUALA; CAMEROON 2019-2021**

### **Duties;**

- Meeting and greeting clients.
- Booking meetings.
- Arranging couriers.
- Keeping the reception area tidy.
- Answering and forwarding phone calls.
- Screening phone calls.
- Sorting and distributing post.

### **KEY SKILLS AND COMPETENCIES**

- Written and verbal communication skills
- Customer service
- Multitasking and prioritizing
- Dependability
- Familiarity with Microsoft Office
- Problem-solving
- Ability to work under pressure
- Attention to detail
- Adaptability
- Professional phone etiquette

### **ACADEMIC QUALIFICATIONS**

- Nursing Certification
- Teacher's Training College Certification
- Computer Science Certificate
- GCE advance level

### **HOBBIES**

- Reading
- Listening to news
- Helping people
- Singing

### **DECLARATION**

I hereby declare that the above-mentioned details are true and correct to the best of my knowledge and belief.