

CURRICULUM VITAE

PERSONAL INFORMATION

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POSITION: WAITER / CUSTOMER SERVICE

CAREER SUMMARY

I am a multilingual skilled customer service agent with over 3 years of experience at the major company MTN Cameroon. I seek this job role to continue my career with an organization or Company that will utilize my comprehensive skills to benefit mutual growth and success hence yielding positive results and contributing to international development frame work. I am smart young career minded with the desired skills, experience and ability to serve this role.

PROFESSIONAL EXPERIENCE

SHOT caffee Al Ain.

Waiter cum Customer Service (*May 2019 to June 2020*).

- Match item numbers to customer orders and recording on database.
- Serve customers on cue according to their others
- Processed refunds and billings and raise tickets of complains to the right department for adjustment based on information from computerized billing system.
- Answer daily queries from regarding client satisfaction.
- Ensure Proper packaging of items ensuring they reach the customer in good state.

- Match comparison and disparities of inventory goods and ensure they are properly shelved.
- Ensure timely reports of events and plan weekly schedules and meetings.

Buea Cooperative Police Insurance and Health Auditory Company

Guest Relation Agent (*September 2017 to October 2018*).

- Marketed company services to acquire new business clients in a 2-year time frame.
- Fielded client's calls and took meetings to advice clients when to make a claim on their policies.
- Amended and renewed existing client's policies and consult potential clients on various policy benefits.
- Collected client insurance premiums and processed accounts timely and accurately.
- Conducted research and maintained current knowledge of insurance market trends and in clients' industries.

EDUCATION

- Bachelor in Law (2017)
- Advance level in General Sciences (2014)
- Ordinary Level In General Sciences (2007-2012)

PROFESSIONAL SKILLS:

- Exceptional consultative skills.
- High product knowledge and ability to learn
- Smart and high market knowledge
- Quality focus
- Problem solving
- Documentation skills

- Phone skills
- Listening
- Resolving conflict
- Analyzing information
- Multi-tasking

OTHER SKILLS

- **Multilingual:** English, French, Swahili (Fluent).
- **Computer and software skills:** Microsoft suits (Excel, Word, Power Point and Publisher), Google sheets/Docs, WMS/Dashboard

HOBBIES:

- Reading
- Brand ambassador of MTN Cameroon Humanitarian Movement.

REFERENCES

Available on request