

**NAME: LYDIA MUNGE ODOI**

**NATIONALITY: GHANAIAN**



**VISA STATUS: TOURIST VISA**

**TEL :+971589194482**

**LOCATION : DUBAI**

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### **POSITION: RECEPTIONIST**

#### **SUMMARY**

Highly organized and dependable Receptionist with 3 years and more progressively responsible experience. Demonstrated talent to perform a wide range of front desk and administrative tasks. Known to resolve customer complaints, handle high volume phone calls, and answer customer's queries.

#### **HIGHLIGHTS**

- Exceptional verbal and written communication skills
- Verifiable track record of multi-tasking, problem-solving and work prioritization
- A friendly and polite individual who works collaboratively to attain the goals of the company

#### **PROFESSIONAL SKILLS**

- Correspondent handling
- Reception maintenance
- Calendar management
- Phone etiquette
- Bill processing
- Call forwarding
- Events coordination
- Customer service
- Supply ordering
- Log keeping
- Work area cleanliness

## **URBANO HOTEL Accra-ghana/Receptionist/ FEB 2015-AUG 2018**

### **RESPONSIBILITIES**

- Courteously greet visitors and employees
- Answer and forward phone calls to appropriate individuals and departments
- Schedule customer bookings and guide them about available rooms and suites
- Write letters and email using proper spelling, grammar, and punctuation
- Prepare incoming and outgoing mail and packages
- Oversee maintenance of the reception and waiting area
- Coordinate customer payment and billing
- Buy the necessary supplies, snacks, and refreshments
- Maintain cleanliness of the reception area
- Work independently and collaboratively on assigned tasks

## **Compughana Ltd /Front Desk/ Receptionist/ JAN 2019-DEC 2021**

### **RESPONSIBILITIES**

- Welcome visitors and determine the nature of the business
- Direct the visitors to the appropriate department or employee
- Answer 2 phone lines
- Receive, sort, and distribute mail
- Monitor visitors' access and issue pass
- Order, receive and maintain office supplies
- Assemble listing packages
- Help with document scanning

### **EDUCATION**

- Certificate in customer service
- Certificate in computer software
- Advanced level certificate
- Ordinary level certificate

### **COMPUTER SKILLS**

Microsoft words, Excel, Outlook and internet navigation

### **LANGUAGE**

Fluent in English and French