**RESUME**

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**KFUTWOH SANDRINE AKWI**

Mob: (+971) 525994358

E-mail: akwisandrine@gmail.com

ADDRESS: Dubai, UAE

Visa Status: Tourist Visa

Nationality: Cameroonian

Date Of Birth : 10/02/1997

**Applied For A Suitable Job: Sales**

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| **Career synopsis** |

An immaculately presented, polite and assertive sales assistance who plays a significant part in the daily operation for the success of the company. Moreover, I am motivated by being a team player with a common goal, and who has extensive experience of retail sales. Being reliable and organized, Evelyn have the hunger and passion for sales which is one of the most important qualities a retailer should possess thereby making customers to value company products and also coming back for more product. She is currently looking for a chance to progress a retail career within a fast-paced, forward-thinking and highly successful company.

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| **Academic Qualifications** |

* BACHELOR DEGREE IN ECONOMICS
* HIGH SCHOOL CERTIFICATE
* Secondary School Certificate.

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| **Language Skills and Computers** |

* ENGLISH AND FRENCH

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| **Professional Experience**   * **SANTA LUCIA ,(YAOUNDE CAMERROON) 2016-2018** |

**Duties and responsibility**

* Performing the cleanliness and up keep of the entire environment
* Clean all the assigned guest rooms, including dusting,making bed,soiling llinen removal from linen closet,vacuuming.
* Assisting guest as they walk inn.
* Reach out to customer leads through cold calling
* Expedite the resolution of customer problems and complaints to maximize satisfaction.
* Attending to customers on a daily bases
* Coordinate effort with team members and other departments.

**NGASA -SUPERMARKET(YAOUNDE, CAMEROON) 2013---2015**

* **Front Desk Clerk / Customer Service Representative**

**Duties and responsibility**

* Greets, registers, suggestively sells rooms, issues room keys, assigns rooms to guests and sets wake up calls in a efficient, warm and friendly manner.
* Ensures guest safety by following established security procedures including fire/tornado procedures, key security and guest privacy.
* Date stamps, sorts, and racks incoming mail and messages.
* Accurately checks out guests and communicates departures with housekeeping staff.
* Makes, confirms and cancels reservations via telephone, computer and in writing.
* Posts charges such as room, food, liquor, or telephone, to ledger.
* Deposits guests' valuables in hotel safe or safe deposit box.
* Maintains the cleanliness and organization of the hotel lobby and front desk area.
* Maintains the shift-to-shift log accurately to ensure proper communication between shifts is maintained.
* Answers inquiries pertaining to hotel services; registration of guests; and local attractions and provides travel directions.
* Records and communicates guest special requests and problems to appropriate department and ensures they are addressed in a timely and acceptable manner.

**ADDITIONAL CAPABILITIES**

• Available for flexible scheduling  
• Proven ability to listen carefully and act quickly  
• Proficient in responding to the range of shopping types

**Information : Available for immediate employment**

**Reference : References are available on request.**

***I certified the above particulars are true and correct for the best of my knowledge*.**

**Best Regards**