

**OBJECTIVE** To impact the corporate world with quality service and succeed in an environment of growth and excellence, with a positive mindset which will earn me job satisfaction, self-development and help me achieve personal as well as organizational goals.

**SKILLS &  
ABILITIES**

Language(s):	English and French.
Organizational/Managerial skills:	Proactive, Ability to work in teams, Quick learner, flexible team player.
Job related skills:	Mastery of communication skills, Customer care and demonstrate leadership skills.
Computer skills:	Good command of Microsoft office word and Excel.
Communication:	Consistently maintain a positive attitude and enjoy helping people and good at resolving conflict.
Hobbies:	Reading, watching movies, travelling, music, swimming.

**EXPERIENCE**

**TEACHING ASSISTANT**

YAOUNDE SUMMER SCHOOL ON AFRICAN MULTILINGUALISM(JULY 2017)

- Registered all participants and course facilitators for the summer school and kept daily records of activities throughout the summer school.

**PUBLIC RELATIONS OFFICER**

INSTITUTE OF CUSTOMER SERVICE BUEA,CAMEROON(APRIL- JUNE 2017)

- Prepared and dropped customer service training offers and did follow up calls and meetings with prospective clients.
- Created a good customer relationship through communication both with my internal as well as external customers, achieved by the positive feedback from clients and created a positive customer

experience and achieved organizational goal.

- Prospection of customers and marketing of various company products which improved my communication skills with clients, problem solving skills and how to handle difficult clients.
- Participated in conferences and meetings organized by the company which improved my communication and team work skills and how to interact with different personalities with a positive mindset.

#### **EVENT HOSTESS AND CUSTOMER CARE**

SOURCE DU PAYS HEAD OFFICE, MUYUKA (DECEMBER 2015)

- Ensured a good reception and pleasant customer experience for all the guests and dignitaries present throughout the event.

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#### **EDUCATION**

2017	<b>INSTITUTE OF CUSTOMER SERVICE CAMEROON (BUEA)</b>	<b>CERTIFIED CUSTOMER SERVICE PROFESSIONAL (CCSP)</b>
2014-2016	<b>UNIVERSITY OF BUEA</b>	<b>MASTERS DEGREE IN THEORETICAL LINGUISTICS (M.A)</b>
2011-2014	<b>UNIVERSITY OF BUEA</b>	<b>BACHELORS DEGREE IN LINGUISTICS (B.A)</b>
2011	<b>CAMEROON COLLEGE OF ARTS, SCIENCE AND TECHNOLOGY BAMBILI</b>	<b>GCE ADVANCE LEVEL CERTIFICATE</b>
2009	<b>SAKER BAPTIST COLLEGE LIMBE</b>	<b>GCE ORDINARY LEVEL CERTIFICATE</b>