

ELIZABETH MAIYBEN TANGWA

A highly adaptable Marketing and Customer Service Executive with more than eight years' with experience in a variety of industries and a history of success in providing exceptional customer service.

Looking for an opportunity at a reputable company to showcase my skills while improve on already achieved skills.



EXPERIENCE

MARKET-I RESEARCH CONSULTANCY|UAE MARKETING EXECUTIVE/INTERVIEWER

March 2019 – till date

- **Designing research methods** such as interviews and questionnaires.
- Carrying out **qualitative or quantitative research on behalf of McDonald's Dubai in their various stores.**
- **Supervising** staff.
- **Random Interviews on Tourists and business people visiting Abu Dhabi** on behalf of Abu Dhabi Department of Culture and Tourism at the Abu Dhabi Airport, Louvre Museum, Sheikh Zayed Grand Mosque, Mina Cruise terminal Events and exhibitions, Marina Mall, 5 star Hotels, Ferrari World and other touristic sites in Abu Dhabi.
- Get the **feedback/reviews** and **statistics** from the sample.
- **Recommendations** for any improvement.
- Translating survey projects from English to French.

TRANSGUARD GROUP/CITY WALK BY MERAAS HOLDINGS AND DUBAI PARKS AND RESORTS- MOTIONGATE|DUBAI

Administrative Assistant

November 2015 –February 2019

- Providing overall **administrative support.**
- **Record keeping** and **filing system** for all work
- Greeting **patrons and visitors**, and **dispensing information**
- **Issue** visitor, media and contractor passes.
- **File and record** all documents both **manually** and in the system using **Sharepoint**
- **Handling of lost and found items** using the **CRM software** and also working with **Dubai Police for unclaimed items.**
- Prepare **daily, weekly, monthly and yearly reports**



GET IN TOUCH



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PERSONAL INFO

Nationality :Cameroon
Languages :English| French
DOB : 10th May 1990
Visa Status : Employment
Marital Status : Single



EXPERTISE IN

MARKETING AND SALES



PROBLEM-SOLVING



NEGOTIATION SKILLS



DATABASE CREATION



PROBLEM SOLVING



CUSTOMER SERVICE



RECORDS MANAGEMENT



REPORT AND DOCUMENT PREPARATION



EDUCATION

IATA FOUNDATION DIPLOMA IN TRAVEL AND TOURISM

**Zabeel Institute Of Management
And Technology-UAE|2019**

HOTEL AND HOSPITALITY MANAGEMENT

Bright Future Training

about security operations.

- Book meeting rooms.

Institute|UAE|2018

DIPLOMA IN BANKING AND FINANCE

National Polytechnic Bamenda|
Cameroon|2010



CHARTERED FINANCIAL ASSISTANCE-MICRO FINANCE| BAMENDA| CAMEROON

Cashier

May 2012 – October 2015

- **Balancing the cash register** and generating **reports for credit and debit sales**.
- Perform **ledger differences** and **rectify errors** if any.
- Handle **cash, credit or check transactions** with customers.
- Keep **reports of transactions**.
- **Collecting payments** whether in cash or credit.
- **Track transactions** on balance sheets and **report any discrepancies**.
- Calculate **total payments** received during a time period, and **reconcile** this with total sales.
- Keep **periodic balance sheets** of amounts and numbers of transactions
- Disburse **cash for loans** to the loan officer
- **Deposit of cash** at the commercial bank and **ensure bank Reconciliation**
- Open and maintain **customer accounts** by recording account information.
- Prepare **daily, monthly and yearly reports**.



TECHNICAL SKILLS

- Microsoft Office Tools
- Outlook
- CRM software
- Sharepoint

ACHIEVEMENTS

. Awarded **Best Employee Of The Month** in 2016 by Meraas Holdings| Dubai| UAE.

REFERENCES

Available on request

PRIMA COMMERCIAL FUND MICROFINANCE| KUMBO| CAMEROON

Voluntary Service As Customer Service Officer

February 2011 – February 2012

- Provide general **customer support**.
- **Greet visitors** warmly and make sure they are comfortable.
- Responded to over many **customer inquiries** each day.
- Managed **daily queries** by employees and clients.
- Held **first-point-of-contact** for all **internal and external communications**.
- Assist customers to fill up their **forms and open accounts**.
- Resolve **customer complaints** via phone, email, mail or social media
- **Greet customers** warmly and ascertain problem or reason for calling.
- Assist the **marketing and sales department** in the prospection of **new customers**.
- **Selling** of the **company's products and services** to both **new and existing customers**.
- Give **visitors badges** and direct them to where they can sign in.
- Excel in role requiring the ability to handle a variety of **customer service and administrative tasks** and **resolve customer issues** with expediency

