

CURRICULUM VITAE

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POSITION: RECEPTIONIST/CUSTOMER SERVICE

Personal Summary:

I am a confident customer service expert, motivated person with good interpersonal skills and ability to interact with people at all levels. I am a great team player providing high quality customer care to create a positive customer experience. To obtain a position in an upscale organization where I can maximize and develop my potential through my ability to work in a diverse environment by implementing and delivering exceptional service empowered by my extensive knowledge and also save a life for a better tomorrow.

Skills Professional:

- Proven work experience as a customer service.
- Hard working.
- Telephone Skills.
- Time management.
- Critical thinking.
- Handling pressure.
- Active listening and effective communication skills.
- Team spirit and interpersonal skills.
- Focused.
- Flexibility to work in shifts.

Personal Data:

Birth Date : September 6, 1990
Nationality : Cameroonian
Gender : Female
Marital Status : Married
Languages Known : English and French
Visa Status : Husband's Visa

Work Experience:

- WORKED AS A RECEPTIONIST/CUSTOMER SERVICE IN BLUE DIAMOND GENEAL MAINTENANCE, DUBAI FROM DECEMBER 6, 2013 – DECEMBER 6, 2015
- WORKED AS A SALES ASSISTANT IN JETSET ELECTRONICS LLC, DUBAI FROM FEBRUARY 2016 – FEBRUARY 2018

Duties:

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

Strength:

- Confident and self-motivated.
- Flexible and adapt to different working environment quickly.
- Be able to work individually or as a team or without supervision.
- Good communication skills.

Education Background:

- Advanced Level Certificate
- Customer Service Certificate
- Microsoft Office Certificate

Declaration:

I hereby declare that the statement made above are true, correct and complete to the best of my knowledge and belief.

Yvonne Atunek
Applicant