**Profile**

Bilingual in French and English with over 3 years of Experience providing administrative support to a manager in an office environment, and providing information to the public in a customer service environment.

**Summary of Qualifications**

* Experience in performing clerical and administrative duties including overseeing general office operation, helping staff/employees with requests, coordinating domestic and international travel, controlling inventory and ordering office supplies.
* Experience in setting up and maintaining filing systems for optimum retrieval of documents.
* Calendar management experience.
* Experience in taking notes, drafting, formatting in order to produce clear reports and transmitting various documents.
* Experience using Microsoft Office software such as Word, Excel, Outlook, PowerPoint, Teams and other administrative software.
* Experience of working in a fast-paced environment, with less supervision.

**Work Experience**

**Administrative Accountant,** September 2014 - May 2023

**ARNO SA, Douala, Cameroon**

* Recorded discussions and decisions taken during meetings and drafting of minutes, distribution of the document to the staff concerned and archiving in the database.
* Organized the manager's diary, optimising appointments and visits, taking into account his work schedule and priorities.
* Complete a board range of financial support duties like issuing cheques and transfer order for bill payments, and other transactions in an accurate and efficient manner and escalated non-standard or high-risk activities as necessary
* Carried out scheduling functions including national and international travel and accommodations arrangement; coordinating conferences, workshops, meetings, appointments; preparing facilities and maintenance requests; keeping inventory of equipment.
* Efficient interactive written and verbal communication with our bank managers and insurance partners to obtain letters of guarantee and surety for the submission of bids for public contracts in excess of 100 million.
* Participated in the forecasting of the company's annual budget by collecting 100% of departmental requirement.
* Assisted auditors by providing them all financial documents they needed for the success of their missions

**Data entry Clerk**, Mars 2014 – August 2014

Arno SA, Douala, Cameroun

* Processed and verified all invoices and other expenses before entering in the accounting system
* Provided valuable clerical and administrative service support to the team of 10 accountants helping them with their requests
* Switchboard management including inbound call screening enable me to identify cross-sell opportunities and refer customers to dedicated internal partners.

**Customer care Assistant,** December 2012 - January 2014

Sté Complexe Industrielle de L'Ouest, Douala, Cameroun.

* Maintain updated a file of over 100 customers by entering relevant information into database: name, surname, email, postal address, domicile and others.
* Excelled in identifying customer needs and determine solutions to customers’ problems ensure to sell for more that 1 000 000 FCFA daily of the company product.
* Offered to customers with comprehensive products knowledge and/or guidance as it relates to their respective business area that ensure total confidence to the customers and guaranty the purchase
* Assisted customers on a daily basis ensuring problems are handle appropriately the first time, escalating issues, when necessary, that enable me to minimize the rate of refunds, exchanges and returns of product by 30%.
* Received over 20 daily phone calls and created an exceptional customer experience with every client interaction and contribute to the ongoing improvement of the overall customer experience by ensuring advice, service, and inquiries or issues are managed promptly and effectively under all conditions.
* Preparation and submission of weekly sales reports to the sales manager.

**Education**

**Ecole Normale Supérieure d’Enseignement Technique de l’Université de Douala, Cameroun**

Professional Master in Technique of management;

Major: Accounting, Finance and Audit. **September 2015**

**Certification and trainings**

**World Skills Employment Center, Ottawa, ON April 8th – May 31st 2024**

Certificate for participating in the 120-hours course communication Skills for Office Administration.

CPL Consulting, SAGE Saari 1000

**Volunteer Experience**

* Receptionist at Caldwell Community Center