

# CURRICULUM VITAE



## Personal information

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Language Spoken: English and French

## POSITION APPLYING FOR: SECURITY GUARD

Over 3 years' experience in areas of Security and Customer service with a proven record of accomplishment in a competitive environment. Always had the aptitude to grow to newer heights in my job role. Want to contribute to a dynamic work environment offering adequate opportunities for a career growth based on my skills and experience. Merit where in strengths can be exploited to professional use for development and growth of any given organization.

## EDUCATIONAL BACKGROUND

YEAR	INSTITUTION	CERTIFICATE OBTAINED/DIPLOMA
2019	INTEG Akwa Douala	G.C.E ORDINARY LEVEL
2022	INTEG Akwa Douala	G.C.E ADVANCED LEVEL

## Professional Training:

**Attestation of work as Security.**

**Sira Training Certificate**

## WORK EXPERIENCE

**DAK SECURITY, DOUALA CAMEROON: January 2021 – December 2022**

**Security Guard, Boulangerie Meno Douala**

- Greeting clients and dignitaries of commercial and residential buildings.
- Security receptionist at commercial and residential buildings.

- Ensured health and safety measures at all time in working areas.
- Patrolled industrial and commercial premises to prevent and detect signs of intrusion and ensure security of windows, doors and gates.
- Answered alarms and investigate disturbances
- Monitored and authorized entrance and departure of employees, visitors and other persons to guard against theft and maintain security of premises.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Answer question regarding the store and its merchandise.

## **CUSTOMER SERVICE AND CALL CENTER AGENT**

- Resolve customers complain via phone, email, mail, and social media.
- Greet customers warmly and ascertain problems or reason for calling.
- Suggest solutions when product malfunctions.
- Use Attempts to persuade customer to reconsider cancellation.
- Work with customer service manager to ensure proper customer service is being delivered.
- Close out or open call records.
- Compile reports on overall customer satisfaction

## **COMPETENCIES**

- Good Observation Skills
- Aware of health and safety issues
- Dealing with people politely and conflict resolutions
- Computer literate, able to use MS Office and also visitor management systems.
- Having a professional approach to all routine tasks.
- Focus on the delivery of customer service
- Excellent time management skills.
- Ability to communicate effectively at all levels.

## **HOBBIES**

- Traveling, reading, singing and sport

