**CURRICULUM VITAE**

****

**Name:** **Mbongeh Kelly Marie Ndanjo**

**Gender:** **Female**

**Nationality**: **Cameroonian**

**E-mail:** kellyndanjo@**gmail.com**

**Mobile: (+97557661484)**

**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.

# **WORK EXPERIENCE**

**DAK SECURITY DOUALA CAMEROON Oct 2017 – Oct 2019**

**POSITION: SECURITY OFFICER**

* 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 questions regarding the store and its merchandise

**CUSTOMER SERVICE AND CALL CENTER AGENT Oct 2016 - Sep 2017**

**MTN CAMEROON ( Mobile Telecomunication Network)**

* Resolve customers complain via phone, email, mail and social media
* Greet customers warmly and ascertain problems or reason for calling.
* Suggest solutions when a product malfunctions.
* Use Attempts to persuade customer to reconsider cancellation.
* Inform customer of deals and promotions.
* Sell products and services.
* 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

**EDUCATION**

**October 2013 - October 2016:** **UNIVERSITY OF BUEA**

**BACHELOR’S DEGREE IN POLITICAL SCIENCE**

**August 2013:** **GOVERNMENTL BILINGUAL HIGH SCHOOL DEIDO DOUALA**

**ADVANCED LEVEL CERTIFICATE**

**August 2011:** **GOVERNMENT BILINGUAL HIGH DEIDO DOUALA**

**ORDINARY LEVEL CERTIFICATE**

# **IT SKILLS**

* Basic computer training skills
* Good at MS-Word, Power point Excel and Internet

**HOBBIES**

* Traveling, reading, vacation and sports.