

# KEMENI KEMENI BERTHOLINE

## CUSTOMER SERVICE

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Manoliassas 4, 161 21 Athens Greece

## SUMMARY

Highly motivated experienced working in a fast-paced environment. Over 5years of Customer Service experience, proactive team-player with the ability to obtain goals and meet deadlines. Achievements include Employee of the Month awards, meeting promotional bonuses by reaching high quotas and enhancing office operations by effectively resolving multiple issues.

## SKILLS

- Strong problem-solving
- Analytical skills
- Interpersonal Skills
- Communication
- Collaboration
- Computer Skill
- Critical thinking
- Attention to detail

## WORK EXPERIENCE

### HOTEL CLEANER

MYSTIQUE HOTEL OIA SANTORINI - MAY 2023-OCTOBER 2023

- Cleaning guestrooms mid-stay and after departure.
- Making beds.
- Replacing dirty linens and towels.
- Restocking guestroom amenities like toiletries, drinking glasses, and notepads.

### CLEANER

LIGHTHOUSE HOTEL OMONIA- JAN 2023

- Clean and tidy up hotel rooms, hallways, elevators, lobbies, common areas, fitness and business centers, and restaurants.
- Dust and polish various surfaces and furniture.
- Vacuum, sweep, and mop floors.

### HOUSEKEEPING

GRECOTEL CAPE SOUNIO HOTEL ATHENS - 2022

- Assisting guests when necessary
- Cleans all areas of guest room.
- Replacing toiletries.
- Restocking guestroom amenities like toiletries, drinking glasses, and notepads.

### APARTMENT CLEANER

DOULEUTARAS CLEANING COMPANY ATHENS- 2021

- The general cleanliness of the apartment building
- Corridors, Staircase, lift
- Entry/Front door
- Interior windows, Exterior windows

### SALES PERSON

AGENCE GABON TELECOM - LIBREVILLE, GABON- 2018

- Greet customers
- Develops relationships with top customers
- Understand customer needs and requirements
- Provide customers with information about items

## **CUSTOMER SERVICE**

### **ORANGE CAMEROON DOUALA BRANCH 2014-2017**

*Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents.*

## **RECEPTIONISTS**

### **RECEPTIONIST AT K-HOTEL, Douala – Cameroon. - 2012**

- *Greet all guests and assist them with check-in and check-out.*
- *Maintain a positive attitude and friendly demeanor.*
- *Respond to all guest questions and requests.*
- *Answer and forward phone calls.*

## **E D U C A T I O N**

### **Hygiene and Sanitation Training- 2011**

ISF, Yaoundé - Cameroon,

### **Bar and Catering training, 2009**

Initiation center for catering trades-Douala Cameroon

### **Higher National Diploma, 2007**

UNIVERSITY OF DOUALA CAMEROON

### **Advance Level Certificate (A-Level) 2005**

Polyvalent high school of douala cameroon -

### **Ordinary Level Certificate (O-Level) 2004**

Polyvalent high school of douala cameroon -

## **L A N G U A G E**

FRENCH - MOTHER TONGUE

ENGLISH- BASIC

## **H O B B I E S**

READING, MUSIC, CINEMA, SPORT