

Djifack Christelle Lorelle



CONTACT DETAILS

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PERSONAL DETAILS

Date of Birth 26/05/1987

Gender Female

Nationality Cameroon

Marital Status Married

Visa Status Husband Visa

SPOKEN LANGUAGES

Bilingual
English and French

EDUCATION

First Degree in Marketing: 2013

High school Diploma: 2008.

SKILLS

- Excellent communication and interpersonal skills.
- Strong customer service orientation.
- Cash Handling
- Efficient organization and time management abilities.
- Proactive problem-solving and critical thinking skills.
- Proficiency in computer systems and software.
- Adaptability and quick learning.
- High level of professionalism and integrity.
- Attention to detail and accuracy.
- Effective team player.
- Ability to handle sensitive information with confidentiality.

References available upon request

Curriculum Vitae

PROFESSIONAL BACKGROUND

I'm a Teller/Cashier experienced in welcoming financial environments. Maintaining high levels of accuracy and efficiency, as well as branch goals to grow in the company long-term. Technical Skills/Proficiencies - Ability to perform multiple tasks at once, Quick to learn and apply knowledge efficiently, Ability to recognize the immediate needs of others and surroundings, Extremely organized, Ability to maintain priorities and tasks organized.

PROFESSIONAL EXPERIENCE

Organization : Express Union Finance SA,Cameroon.

Position : Teller /Cashier

Duration : 4 years

Job Description

- Processed successful transactions for Money Exchange, Remittance, Western Union, Money Gram, and Value Added Products
- Fully conversant and identify customer needs and cross sell against the various products
- Ensured all duties are carried out in accordance with the stipulated business and Anti-Money Laundering policies and procedures.
- Treated customers informations with appropriate levels of confidentiality.
- Undertook end of day processing, including the sorting of applications to enable the end of day reconciliation
- Maintained receipts for financial transactions including customer signatures, identifying and reporting any compliance breaches.
- Proactive in identifying concerns in relation to risk, cost optimization to ensure the ultimate service delivery
- Prepared end of day reports, ensuring currency reconcile against daily stock reports
- Developed and build good relationships with the customers.
- Identify and report any suspicious customer activities to the relevant departments

Organization : EMI Money ,Cameroon.

Position : Teller /Cashier

Duration : 2 years

Job Description

- Ensuring transactions are completed in an efficient manner with a high level of accuracy
- Open / close branch as required and ensuring all tasks and checks are completed
- Followed compliance procedures, company policies and abides by all health and safety guidelines as per company standards
- Performs administrative tasks such as filing, generating reports and maintaining mail correspondence
- Provides support and information to customers, over the counter and by phone
- Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' sheet at the close of each business day

Organization : SN Distribution,Cameroon.

Position : Communication Agent

Duration : 2 years

Job Description

- Provided excellent customer service to guests, addressing their inquiries, resolving issues, and ensuring a positive experience.
- Operated communication systems, including telephone and radio, effectively relaying messages and information.
- Collaborated with team members to coordinate and ensure smooth communication during events and emergencies.
- Maintained accurate logs and records of communication activities, ensuring proper documentation and follow-up.

DECLARATION:

I hereby certify that the above information is true and correct according to the best of my knowledge & experience. If selected, I assure that I would perform to the best of my abilities, early awaiting a Positive response.