

# (NACONGNON) AURELIA DIABY

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## PROFILE

An individual with ability to make guests feel welcomed, manage new rooms, bookings and reservations seeks to further. Has good experience dealing with guests and working front of house roles as receptionist and has worked as a PA. Likes working under own initiative or within a team, can adapt to any environment plus possesses good communication, written and IT skills. Is able to prioritise workloads, works well under pressure to meet deadlines with an enthusiastic can do attitude and a good sense of humour.

## Key Skills & Knowledge

### Qualifications & Training

- Diploma – Business and Marketing
- Level 3 - Travel & Tourism Certificate

### Key Skills, Knowledge & Capabilities

- Excellent Organisational skills
- Excellent telephone answering skills
- Ability to take accurate messages
- Ability to produce documents and reports
- Ability to plan and organise meeting
- Microsoft – Word Excel Access Outlook
- Typing skills
- Language skills – French
- Able to use all types of office equipment
- Teamwork skills
- Excellent communication skills
- Time management skills

## EMPLOYMENT HISTORY

<b>PERSONAL ASSISTANT (PA)</b>	<i>FUNMEDDEV HARLEY STREET (Functional Medicine)</i>	Sep'19 – Dec'19
<ul style="list-style-type: none"><li>• Greeting and taking of patients</li><li>• Answering emails</li><li>• Managing appointments</li><li>• Preparing patients files</li><li>• Filling and photocopying</li></ul>		
<b>RECEPTIONIST</b>	<i>BNP PARISBAS</i>	Apr'19 – Aug'19
<ul style="list-style-type: none"><li>▪ Greeting visitors at reception</li><li>▪ Transferring call to different department</li><li>▪ Directing customers to sales agents</li><li>▪ Dealing with incoming calls and answering queries</li><li>▪ Switch board operating</li><li>▪ Dealing with the post</li><li>▪ Tidying up reception</li><li>▪ Taking accurate messages</li></ul>		
<b>RECEPTIONIST</b>	<i>ANIMATION CENTRE</i>	Nov'18 – Mar'19
<ul style="list-style-type: none"><li>▪ Greeting visitors at reception</li><li>▪ Checking the visitors in and out</li><li>▪ Implementing educational activities with the visitors (Children)</li><li>▪ Directing customers to section areas</li><li>▪ Dealing with incoming calls and answering queries</li><li>▪ Dealing with the post</li><li>▪ Tidying up reception</li></ul>		

## OTHER EXPERIENCE EXPERIENCE

<b>HOT CHEF</b>	<i>PRET A MANGER</i>	Sep'17 – Sept'18
<b>BABY SITTER</b>	<i>PRIVATE</i>	May'17 – Jul'17

## EDUCATION/TRAINING

- Level 3 - Travel & Tourism Certificate, Lewisham College
- City & Guilds Level 3 – English and maths, Henley College
- Diploma – Business and Marketing (Paris France)

## INTEREST

- Reading, Keep fit, meeting people, socialising and current affairs

## References

- Available upon request