# Naomi Ngobdjob

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## Summary

Ambitious person equipped to handle front desk operations greeting guests, routing correspondence, solving immediate issues, and offering the best customer service support. Goal-oriented and meticulous professional with outstanding computer skills and telephone etiquette. Committed to contributing to company growth.Proven success in school project development, highlighted by the creation of the CALEBOOK app, a train station database, and a U.S. state recognition game. Notable experience in web development for emergency triage at a hospital, showcasing expertise in JavaScript,html.

## Skills

- Data Entry
- Tech Savvy
- Bilingual (French/English)
- Javascript
- Web development
- Customer Service
- Database modelling
- Java
- Critical Thinking
- Power BI
- Time-management
- Python
- Active Listening
- Adaptability
- Quick learner
- CSS
- HTML
- XML
- Scheduling
- Transcription and dictation

## Experience

**RECEPTIONIST** | 05/2023 - Current
**Altis Recruitment - Ottawa, ON**

- I have been with Altis for about a year now and I have been placed in different companies as a receptionist. From real estate companies, to assurance companies, to healthcare companies to building companies. My role was the following:
- Answered incoming calls, took messages, and transferred calls to appropriate departments or personnel.
- Scheduled and confirmed appointments.
- Greeted visitors and provided them with assistance.
- Provided excellent customer service at all times while interacting with both internal and external customers.
- Updated and recorded customer or client information to maintain accounts.
- Provided administrative support to staff members including typing letters, filing documents, and scanning and copying documents when necessary.
- Maintained daily calendars, set appointments with clients and planned daily office events.

**FRONT DESK CASHIER** | 09/2023 - 01/2024
**Swiss chalet - Ottawa, ON**

- Provided excellent customer service by responding to inquiries promptly and professionally.
- Made sure customer orders were well packed and were accurately packed.

- Took incoming orders both on the phone and in person.
- Making sure the orders were paid using the POS upon pickup
- Monitored security cameras for suspicious activities near the front desk area and making sure the right orders are taken out

**RECEPTIONIST** | 05/2023 - 09/2023
**Canadian Real Estate Association - Canada**
- Answered incoming calls, took messages, and transferred calls to appropriate departments or personnel.
- Scheduled and confirmed appointments.
- Performed data entry tasks into various computer systems accurately and promptly.
- Maintained an organized filing system of confidential client information in accordance with company policy.
- Managed all incoming mail distribution, courier services, faxes, and photocopying documents as requested.
- Took in clients plates for the parking facility on site.
- Directed people to the right meeting room when they have appointments with the staff.

**FRONT DESK AND CASHIER** | 02/2023 - 05/2023
**African Grill - Canada**
- Operated cash register efficiently and accurately, processed payments by cash, check, credit card, gift card or automatic debit.
- Accepted cash and credit card payments, issued receipts and provided change.
- Operated cash register or POS system to receive payment by cash, check and credit card.
- Collected payments and provided accurate change.
- Performed other duties as assigned by management.
- Stocked shelves with merchandise when needed.

**TRANSCRIBER AND REVIEWER** | 05/2022 - 08/2022
**LXT-Ai - Canada**
- Maintained high accuracy rate on daily production of completed reviews.
- Transcribe from English to English or from French to French.
- Had to attain the daily target which was about 1800 audios per day.
- This was to help AI devices like google home and Alexa to be able to understand human language better.
- Reviewed processed transcripts to make sure they are ready for submission and ready to be handed over.

## Education and Training

**Algonquin College - Ottawa, ON | Bachelor of Science**
Health Technology, Expected in 01/2026

**5997-37306055 - Diploma in Information Technology Support**

## References
- Eve Patricia, African Grill, 514-451-2465, nganspat@gmail.com
- Roseinh Hommerd, LXT-Ai, 438-934-6730, hesdeu@gmail.com

## Projects
- CaleBook Application Development, Developed an innovative application named 'CaleBook', designed to streamline the process of scheduling meetings and events. The application provides visibility into individuals' availability, effectively addressing the issue of overlapping schedules. This project was a testament to my proficiency in Java and Scene Builder, which were instrumental in bringing this concept to life.
- Train Station Database Creation, Engineered a comprehensive database for a train station, utilizing SQL for

database design and Python for data modelling. Leveraged Power BI to generate insightful reports, enabling the business to make informed decisions based on various scenarios. This project underscored the importance of data-driven decision making in improving operational efficiency.

- Mobile Game Application Development, Created an engaging mobile game application using Android Studio, Java, and XML. The game challenges players to correctly guess states based on their flags, with a scoring system that tracks player performance. This project showcased my ability to combine creativity with technical skills to deliver a fun and interactive user experience.
- Hospital Triage List Website Development, Developed a robust website for managing a hospital's emergency waitlist. The website, built with JavaScript, CSS, and HTML, features a seamless integration with MongoDB for patient data storage. This project demonstrated my ability to create effective web solutions that meet specific user needs.
- CANASA Database Management, Currently working on updating and renewing the CANASA database, a task that involves removing inactive or dormant members. This ongoing project is providing me with valuable hands-on experience in database management and maintenance.