**YANNICK BONGONGO**

**Camden, London**

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**PERSONAL PROFILE**

A polite, ambitious, hardworking and trustworthy individual with over **5 years** experience in the warehousing, retail, catering & customer service sector who always works to the highest possible standards at all times. Reliable, self motivated and capable of working as a team or on my own initiative. Very friendly and approachable with the ability to liaise successfully with people at all levels.

**KEY SKILLS**

* Excellent communication skills with fluency in English, French and Lingala
* Ability to remain calm under pressure
* Numerate and able to handle transactions
* Aware of food hygiene, Health & safety procedures in the work place
* Adaptable in changing environments
* Value and respect Equality and Diversity

**EMPLOYMENT HISTORY**

**Nov 2020 – Present: UPS, Kentishtown, London**

**(Agency Contract – Headstart Employment Ltd)**

**Warhouse Operative**

* Sorting out parcels according to the postcodes
* Scanning parcels
* Sorting out big bags of parcels according to the number on the barcodes
* Unloading deliveries from the lorries

**Feb 2020 – Sep 2020: GoldenTours Sightseeing Limited, London, England**

**Sales & Customer Service Representative**

* Advising customers on the benefits of Golden Tours UK
* Selling bus tours and boat cruise tickets to customers
* Selling combo packages, famous sight seeing locations and tourist attraction tickets for all over England to customers
* Scanning customers tickets, barcodes and vouchers to make sure they are legit at all times
* Handing out leaflets on behalf of the Golden Tours UK
* Face-to-face pitching to customers and also letting them know everything they need to know about the Golden Tours deals and products
* Handling our companies money and equipments while on duty with great responsibility
* Making sure that our customers are kept happy and satisfied at all times by providing them with the very best customer service

**July 2018 – Dec 2018: Intele Travel/ PlanNet Marketing UK, London, England**

**Self Employed Travel Agent**

* Booking single and family trips and accomadations such as holidays, flights, hotels, villas, cruises, boat rides, cars for our customers who would like to travel in the United Kingdom & abroad
* Advising customers on the benefits of Intele Travel
* Face-to-face pitching to encourage customers to sign up to Intele Travel

**July 2018 – Oct 2018: Oasis Information Secured Storage Company, Belsize Park, London (Agency Contract – Just Recruitment Group LTD)**

**Warehouse Operative**

* Loading and unloading boxes from a Lorry
* Palletising boxes
* Scanning Barcodes of Boxes and storage according to the sections and numbers
* Moving storage and boxes to the correct locations
* Removing boxes and storage for distruction according to the number of the barcodes
* Maintaining a clean and tidy work place

**July 2017 – Sept 2017: Morrison's Supermarket, ChalkFarm, London (Night Shift Shelf Filler)**

* Shelf filling & maintaining stock levels throughout the store
* Moving stocks to different locations
* Advising customers & helping them meet their satisfaction by providing the most excellent customer service
* Unloading deliveries & checking the orders

**Feb 2015 – Jan 2016: Omni Recruitment Agency, Hammersmith, London (Kitchen Assistant)**

* Ensuring food hygiene & safety standards were kept at all times
* Assisting the chef in the kitchen
* Handling the dishes
* Emptying the bins
* Maintaining a clean and tidy work place

**April 2015 – Sept 2015: InVentiv Health Company, Shaftesbury Avenue, Covent Garden, London (Agency Contract – The London Office Cleaning Company)**

**Office Cleaner**

* Collecting all the empty cups, plates and food from the tables and then putting them in the kitchen
* Collecting any empty cans and bottles, unwanted goods, rubbish etc and then putting them in the bins
* Emptying the bins
* Maintaining a clean and tidy work place

**Nov 2013 – Jan 2014: Photo Box LTD, Park Royal, Willen Field Road, London (Agency Contract – Randstad Employment LTD)**

**Warehouse Operative**

* Operating on the box Machines & making boxes of many different sizes
* Assembling Boxes
* Operating on the picture machines making pictures according to the required sizes on the Job sheet
* Packing completed pictures in to the boxes
* Delivering boxes to my fellow colleagues according to the sizes required
* Packing bespoke Items in order for the goods to be sent out to the customers
* Putting the completed packages & packed boxes on the right section according to the addresses
* Maintaining a clean & tidy workplace

**EDUCATION & TRAINING**

**NCFE CACHE Level 2 Certificate in Understanding Specific Learning Difficulties**

**08/05/2019 - 29/05/2019**

Regent's Park Centre Longford Street, London

**Level 1 Award In Social Media For Business Use**

**10/07/2017-31/07/2017**

Regent's Park Centre Longford Street, London

**NCFE Level 1 Award In Employability Skills**

**12/06/2017-10/07/2017**

Regent's Park Centre Longford Street, London

The College Of Haringey, Enfield & north East London, Tottenham, London

**EDEXCEL Level 1 Certificate Warehouse & Storage 06/10/2014-31/10/2014**

The College Of Haringey, Enfield & north East London, Tottenham, London

RJB Training Services LTD, Unit 26, Uplands Business Park, Blackhorse Lane, London

**EDEXCEL Level 3 Diploma Creative & Digital Media:**

**23/01/2011-23/07/2011**

Mapalim LTD, Queen’s Crescent, Kentish Town, London

**Customer service, Cashier/ Sales Floor Supervisor Training Certificate 18/08/2010-15/11/2010**

British Heart Foundation Training, Camden High Street, London

**7 GCSE’s Including Maths, English & Science: 11/09/1997-15/08/2002**

South Camden Community School, Charrington Street, Camden Town, London

**HOBBIES & INTERESTS**

I am family oriented and spend most my time looking after my family and spending quality time with my grand parents. I also enjoy going to house parties, family Reunion’s & Barbecues. I Love acting, story writing, song writing and poetry, I enjoy reading books, going to the library meeting new people. I keep myself very fit & healthy by jogging regularly and I enjoy playing cricket, football and basketball.

**EXCELLENT REFERENCES:** Available on request