**Oluchi**

**Citizenship :** Nigerian

**Date of birth :** 11th March1983

**Marital Status :** Single

**Language :** English, (Arabic/Hindi

(Basic communicationskills))

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| **Profile** | | | | | | | |
| **Objective:**  To work in an organization where my skills will be utilized in promoting the affairs of the organization there by affording me the chance to learn and improve in my career as a professional. Motivated, personable business professional with talent for quickly mastering new technologies. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive confidential records. Flexible and versatile– able to maintain a sense of humor under pressure. Excellent team-building skills and ability to detect and manage risks in projects while learning new techniques in any organization. | | | | | | | |
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| **Professional Skills andExpertise** | | | | | | | |
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| * Effective Communication & Leadershipskills * Strong interpersonal skills working effectively with colleagues in a short time evidenced by the leadingroletaken in planning and coordination of assignedtask * Ability to hold meetings and arrange people into teams while working towards atarget * Strong leadership skills which makes me an excellent projectleader * Being able to identify problems and organize brainstorming sessions in order to manage risks that may arise in developmental projects. | | | | | | | |
| **Professional Training andCertificates** | | | | | | | |
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| * **April2012** SITA departure control system (SDCS) - FORM MODE ofcheck-in. * **April2012** RAMP SafetyAwareness * **April2012** Dangerous Goods (IATAStandard) * **April2012** General Security Awareness(GSAT) * **MAY2015** Customer Service Training(IATAStandard) | | | | | | | |
| **Education** | | | | | | | |
| **2002 –2006** | **(B.A Hons in English/Lit)**  Abia State University, Uturu.Nigeria. | | | | | | |
| **1995 –2001** | **Senior Secondary School Certificate (S.S.C.E)**  Girls’ Secondary School Owerri, Imo State,Nigeria. | | | | | | |
| **Professional Work Experience** | | | | | | | |
| **SHARJAH.** | | | **English Language teacher.** | | | | **March 2016 till date.** |
| **Teaching**   * Planning and preparing courses and lessons. * Teaching, according to the scheme of work and educational needs assigned to the Students, including setting and marking of work. * Set and hold students to extremely high academic and behavioral standards. * Assessing, recording and reporting on the development and progress of the students.   **Assessments and Reports**   * Providing and contributing to oral and written assessments, reports and references relating to * individual and groups of students except in instances where doing so might be regarded as compromising a teacher’s position.   **Classroom Culture**   * Create positive, achievement-oriented and structured learning environment in which students are excited about and invested in, their academic excellence. * Set and reinforce clear expectations and routines that are aligned with the school’s overall vision. * Discuss, celebrate, and reinforce character skills. * Embrace and use school culture systems. * Design classroom space to reinforce school values and culture with obvious, posted examples of outstanding academics and character. * Planning and Data Analysis | | | | | | | |
| **Sharjah Aviation Services, Sharjah international airport**  **Full – Time job** | | | **Customer and Passenger Service Executive** | | | | **March 2012 –January 2016** |
| * Final checking of travelling documents, visa and boarding of passenger at the gate. * Monitoring and updating passenger details for short and long transit. * Providing assistance and related customer services at the ticket counter, gate and baggage areas, and concourse of the airline. * Servicing customers by performing meet and greets, check-in, aircraft boarding and arrival. * Baggage service, passenger chasing during boarding, assisting during flight arrival, * Providing connecting flight information, transfer desk operations (short and long connecting flight) and directing passenger to boarding gate. * Handling unruly, upset, or angry passengers at both the land side and airside with respect and absolute customer service manner. * Providing necessary information for the passenger prior to check-in and boarding. * Advising and assisting passengers to use on-line check in system. * Taking care and accompanying UM during boarding. * Handling of deportee from airside to land side * Documents and immigration procedures. * Handbag team: checking and making sure the handbag policy is maintain. | | | | | | | |
| **Executive Gardens Hotels, Nigeria** | | **Front Office, Reservation and Guest Relation Officer.** | | | | **February 2006 to Sept, 2008** | |
| * Answer incoming calls and assist with reservations, confirmations, room need requests, andquestions. * Explain resort products, service and other information about the resort asrequested. * Sell process and enter and confirm room reservations using selling techniques andstrategies. * Maintain knowledge of current resort events, activities, and hours of operation as well as diningoptionscurrentlyavailable. * Greet guests warmly and perform registrationprocedures. * Provide guests with appropriate room assignments, room keys, directions to the rooms, whileup-sellingwhenappropriate. * Verify payment for stay including incidental costs by obtaining creditinformation. * Assist guests with issues and complaints, with empathy and a focus on guest satisfaction. | | | | | | | |
| Kelvin Suit Concord Hotel,Nigeria Full-timejob | | | | **Operation Manager** | **November 2008 to January, 2012** | | |
| * Provides services that are above and beyond for customer satisfaction andretention * Improves service by communicating and assisting individuals to understand guest needs,providingguidance, feedback, and individual coaching whenneeded * Manages day-to-day operations, ensures the quality, standards and meets the expectations ofthecustomers on a dailybasis | | | | | | | |