**BORN**

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**PERSONAL INFORMATION**

Email: born-390025@2freemail.com

Nationality: Nigeria

# CAREER OBJECTIVES

Proficient and diligent in rendering unquantified services and strive for success in an environment of growth and excellence; with a job that provides self development and helps achieve organizational goals.

# PROFILE SUMMARY

A hardworking and energetic with a wide range of relevant skills, enthusiastic about working in a challenging environment that provides generous opportunities for learning.

# KEYS AND SKILLS

Fluent in English (speaking, writing, reading and listening), interpersonal skill, organizational skills, ability to work and communicate effectively, proficiency in the use of Microsoft office, (Excel, Word, PowerPoint), customer focus, details oriented, social media influencer, establishes good working relationship with supervisors and co-workers.

## ACADEMIC QUALIFICATION

Nigeria Institute of Management (NIM) 2016

BSC in Accounting (Imo State University) 2009 – 2013

WORK EXPERIENCE

Company – GUS Consulting LimitedJuly 2016 – September 2018

Position–Front Desk Officer/Cashier/Admin assistant

# RESPONSIBILITIES

* Greeted and welcomed clients
* Kept front desk tidy and presentable with all necessary material (pens, forms, paper)
* Issued change, receipt and refunds
* Responded to enquiries and resolved complaints
* Handled cash, credit or check transaction with clients
* Handled all calls and redirected them to appropriate officers when necessary
* Received letters, packages etc. and distribute them
* Typed documents and distributed memos
* Created and modified documents using Microsoft office
* Count money in cash drawer at the beginning and end of each day to ensure its correct

Prepared outgoing mails by drafting correspondence

* Managed the corporate email account, checked and responded to emails
* Kept updated record files and transactions made
* Took up other duties as assigned (travel arrangements, schedules etc.)

Company – City Global HotelAugust 2014 – March 2016

Position – Front desk/Receptionist

# RESPONSIBILITIES

* Welcomed current and prospective guest
* Recorded reservations order for individuals, families and groups as requested
* Update information on rooms available
* Checked-in guests on arrival
* Provided quality service to the guests in person, telephone, and email
* Helped guests by suggesting room choice
* Recorded payment both cash and bank transfer
* Communicated any information to guest properly
* Promoted hotel servicing on company site, social media etc
* Maintained a clean and neat front desk area

# ACHIEVEMENT

* Promoted to a supervisor in 6 months
* Awarded best employee of the year during my employment

REFERENCES– Available upon request.

**DECARATION**

* I do hereby certify that the above information is true and correct to the best of my knowledge