Name : **BOMA**

NATIONALITY: NIGERIA

EMAIL:boma\_388272@2freemail.com

***Position Applying****:* ***SALES/CUSTOMER***

***SERVICE***

**SALES/ CUSTOMER SERVICE PROFESSIONAL**

Over 3 years of hard core experience in the above fields*.* I am well qualified for this position considering the fact that I have years of experience in the hospitality industry, customer service and sales will go a long way to make me an excellent choice for this position. I have an ability to grow with a job, handle responsibility and build positive relationships with work colleagues at all levels. My employers are always very satisfied with my work rate, and I am confident that I can bring the same level of high performance to your company. Beyond that which is already mentioned in my attached resume, I am someone who knows how to set goals and achieve them, and have a proven track record of being able to conceive, develop & execute strategies. I feel certain that my strong skills will be of immediate value to your company. I very much hope that you will look favorably upon my application by recognizing my enthusiasm, talents in the field and my future potential. I would dearly like to further discuss the scope of this position, with you in person, and would welcome the chance of a meeting

***CORE COMPETENCIES***

**Selling Skills / Customer Engagement / Internal & External Relationship Management / Customer Service / Administration Capabilities / Time Management / Multi Tasking capability / MS-Office/Student IATA foundation.**

***KEY RESULT AREAS***

* **Selling Skills** – I can almost sell anything with or without technical knowledge. My adaptation in any product is very powerful.
* **Customer Engagement** – Relationship Management – I am known to maintain a long term relation with my external customers & to delight them, internal relationship management within any company is extremely important. I excel in this to excellent limits.
* **Customer Service** – I have always maintained high standards of service levels to all my customers since I thoroughly believe in a long term relationship professionally
* **Administration/Time Management** – Managing a team of employees makes me proficient on my time management thereby setting an example within the organization & relevant teams
* **Multi Tasking** – Given a high pressure job, I can very easily handle more than one task at a time without any display of frustration to my seniors.

**PROFESSIONALEXPERIENCE**

**ASOKORO DISTRICT HOSPITAL**

**ADDRESS: ASOKORO ABUJA, NIGERIA**

**DESIGNATION: ECG TECHNICIAN/ PATIENT SATISFACTION**

**DURATION: May 2017- April 2018**

* Exhibited proficiency in several test procedures carried out on patients
* Correctly completed weekly and daily reports, and kept accurate databases of results on paper and computer.
* Trained over nine (9) interns posted to the unit
* Ensured Patient Safety and Confidentiality, and followed highly organised procedural principles.
* Encouraged co-operative management strategies in the unit
* Managed overall ECG procedures and functions and took vital signs for further consultation

# SHERATON HOTEL

# ADDRESS : LADI KWALI ST, WUSE 021189 NIGERIA

**DESIGNATION : GUEST RELATIONS**

**DURATION : Nov 2016 – May 2017**

* Ensure all Standard Operating Procedure and Local Standard Operating Procedures are adhered to and carried out
* Knowing all duties and responsibilities of daily front desk operation; support front desk associate efficiently whenever required. (Including the Business Centre.)
* Being professional with daily operation and offer manning support to other related section or department when required.
* Ensure all VIP welcome packets are properly prepared according to the hotel's standard and VIP rooms are assigned and checked prior to the VIP's arrival per personalized request.
* Issue the amenity forms to Room Service and ensure the amenities were delivered to room together with GM welcome card prior to the VIP's arrival.
* Ensure all working public areas are cleaned and tidy at any time. (Includes both lobby level.)
* Ensure hotel's properties, department's equipment are handled with care by all associates and used according to proper procedures at all times.
* Group airport pick up and coordinate with group organizer, provide on bus check in service.
* Daily in house guests' birthday and other amenities arrangement.
* Daily lobby visibility and communicate with guest, collect feedback and create relationships.
* Maximize program enrolment upon any contact with guest.
* Coordinate with both internal and external customers. Build relationship with other departments and improve harmony working atmosphere.
* Handle overbooked situations and offer relocation escorting service.

**SPLASH**

**ADDRESS: PORTHARCOURT SHOPPING MALL, NIGERIA**

**DESIGNATION: SALES EXECUTIVE**

**DURATION : March 2016 – Oct. 2016**

* Organize sales visits
* Demonstrating and presenting products
* Establishing new business
* Maintaining accurate record
* Attending trade exhibition, conferences and meetings
* Review sales performance
* Negotiate contracts and packages
* Aim to achieve monthly or annual targets.

**SELECT ACCOMPLISHMENT**

* **Employee of the month**
* **Cross training telephone operator**

## Computer Skills

Office Software Microsoft Windows, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Explorer & Microsoft

Internet proficient, Type writing.

## Other Activities

Dancing, Traveling, Reading, Sport.

## EDUCATION:

Madona University , Elele Rivers State Nigeria

(**B.Sc.Human Physiology**) 2012 – 2016

Diploma in Hotel Management

MevedModel International High School, Port Harcout

High School Certificate 2001-2007

West African Senior School Certificate

**PROFESSIONALCERTIFICATION**

Skills Edge Consulting Limited, Abuja:

1. Project Management Professional 2017
2. Customer Related Service Management 2017
3. Health, Safety and Environment (HSE1,2) 2017
4. Human Resource Management 2017