**CURRICULUM VITAE**

**OKAFOR**

**Email:** **okafor-394274@2freemail.com**

**Dubai – U.A.E**

**OBJECTIVE**

To enhance my professional skills, capabilities and knowledge in an organization that recognized the value of hard work and trust, with responsibilities and challenges.

**WORK EXPERIENCE**

**Aug 2016 – May 2018**

**Position: FRONT DESK AGENT**

**Duties:**

* Provide prompt, courteous and efficient service to all guests
* Achieve a high level of customer satisfaction through personalized service from arrival till departure
* Maintain up to date knowledge of facility information and local services, and respond to guest queries
* Maintain an awareness of rate levels to be sold on a daily basis and the occupancy levels
* Accurately administer Front Desk cashiering standards and comply with all laid down systems, policies and procedures
* Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems
* Maintain the privacy of all guests by ensuring that no details of the guests are disclosed

**Position: CASH MANAGEMENT UNIT**. **(SORTER/TELLER3) Jan 2016 – June 2016**

**Duties:**

* Confirmation of cash.
* Sorting of ATM cash.
* Ensure proper management of cash and banking operations by reconciling cash on a regular basis.
* Prepared and maintain proper filing of various documents relating to cash management.
* Movement of cash from different branches to my branch where it would be sorted and calculated.

**July 2014 – Nov 2014**

**Position: SUPERVISOR**

**Duties:**

* Movement of Drugs from production room to packaging room.
* Identifying and removal of damaged Drugs. Capping and labeling of their Brand names, indicating the Batch number, NAFDAC number, Production date and Expiration date.
* Ensuring that the packaged drug is well arranged in the store room, ready for sale.

**SUMMARY SKILLS**

* Welcoming guests
* Demonstrating menu knowledge
* Answering questions
* Up selling specialty items
* Handling complaints
* Ensuring guest satisfaction
* Good interpersonal skills
* Ability to work under pressure
* Physical and Mental alertness
* High integrity and a Team player.
* Customer Relationship Management
* Excellent Knowledge of Microsoft Office Including MS Excel, MS Word,
* Quick learner and Dynamic

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| **PERSONAL PROFILE:** |  |  |
|  | Gender | : | Female |
|  | Relationship status | : | Single |
|  | Nationality | : | Nigerian |
|  | Visa Status | : | Tourist |
|  | Language | : | English |

**EDUCATION**

* **S.S.C.E Secondary School Certificate Examination**
* **National Diploma (ND) in Banking and Finance**
* **Bachelor’s degree in Banking and Finance**