

OBIORA CHUKWUNONSO PAUL.

75 OYEMEKUN STRRET IFAKO.

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Professional summary:

Motivated customer support and sales enthusiast, with over two-year experience in fast-paced environments. Works Independently, with minimal supervision and pitch in to complete tasks.

Work History:

RECEPTIONIST - November 2020 -October 2023.

Green Point Hotel Limited, Ajao Estate.

Roles:

- Welcome and assist guests, ensuring a positive first impression.
- Managed phone lines, routed calls, and took accurate messages.
- Maintain a clean and organized reception area.

CUSTOMER CARE RELATION - APRIL 2019-MAY 2020.

Golden Horizon Holding Company.

Roles:

- Handling customers calls and complaints.
- Maintain customer database and process orders.
- Responding to customers' reviews and analyzing customer feedback.
- Fulfill customer inquiries.

RECEPTIONIST - January 2015 – November 2017.

Three-star hotel. Okptuno.

Roles:

- Maintains security and telecommunications system.
- Responding to guests' complaints and questions.
- Answering and forwarding incoming calls.
- Keep updated records of guest information.

Education Qualifications:

-Federal Polytechnic, Auchi, Edo State

Hospitality and Hotel Management (HND). **2016 – 2018.**

-Federal Polytechnic, Oko, Anambra state.

Hospitality and Tourism Management (OND). **2012 – 2014.**

-Seat Of Wisdom secondary school, Fegge Onitsha.

Senior Secondary School Certificates **2005 – 2011.**

-Our lady of grace school, Iyiowa -Odekpe.

Primary school leaving certificate. **2000 – 2005.**

Certificate:

-Certificate of Achievement.

Institution: Jobberman training **2020.**

-Certificate of Participation.

Institution: CST innovative speed technology Ltd. **2019.**

-National Youth Service Corps

NYSC Discharge Certificate **2019 – 2020.**

Skills:

- Communication Skills.
- Interpersonal Relations
- Time Management.
- Administrative Management.
- Microsoft word, Excel and PowerPoint.
- Written and Oral communication.
- Analytical and Critical Thinking
- Teamwork
- Decision Making
- Teambuilding
- Flexible and Adaptable
- Problem-Solving

ACCOMPLISHMENT

- Commended for adopting quick response and dynamic service skills to build relationships with Customers.
- improving customer retention rate at Green point Hotel and suites.
- Successfully built constructive employee relationships with staff of green point Hotel.
- Workforce engagement, commitment and flexibility in delivering accurate services.

ADDITIONAL INFORMATION

- Entrepreneur
- Sales Enthusiast.