

FAITH TOKERE MISONGO

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PROFILE

Highly accomplished management professional with experience in district level operations. Proven track record of driving operational excellence and strategic initiatives while delivering superior customer service. Adept at using innovative approaches to develop solutions and improve organizational efficiency.

EMPLOYMENT HISTORY

2023 — Present

REGIONAL MANAGER, Getpayed technology solution limited (FINTECH) 2023

- Sought continuing education opportunities to stay current with industry trends.
- Troubleshoot minor problems and reported larger technical issues.
- Met deadlines while maintaining high-quality deliverables.
- Worked with coworkers to complete tasks.
- Developed departmental objectives, budgets, policies, procedures and strategies.

2023 — 2023

FIELD SUPERVISOR, Getpayed technology solution limited (FINTECH) 2023

- Resolved customer complaints with appropriate adjustments to field operations.
- Assessed potential risks associated with job tasks prior to commencement of work.
- Utilized problem-solving skills to address issues that arose during project execution.
- Developed and implemented safety protocols for field operations, ensuring compliance with all applicable regulations.
- Implemented best practices for quality assurance processes across all sites.
- Created detailed training plans for new employees entering the field team.
- Led team of field technicians in completing projects on time and within budget.
- Organized resources including equipment, materials, personnel, and scheduling.
- Trained and mentored field personnel to enhance labor proficiency.
- Supervised the installation of new systems or upgrades in the field environment.

2022 — 2023

RESTAURANT MANAGER, Food Concepts(Chicken Republic)

- Scheduled staff hours and allocated resources to maximize team member performance.
- Monitored food preparation and presentation to enforce adherence to portion sizes and quality standards.
- Coordinated with service providers to address equipment maintenance and waste removal.
- Investigated and resolved complaints regarding food quality and service.
- Performed some food preparation and service tasks, such as cooking, clearing tables and serving food and drinks when necessary.
- Kept accurate records in compliance with sanitation and food service requirements.
- Counted money and made bank deposits.
- Assessed staffing needs and recruited staff, using methods such as newspaper advertisements and attendance at job fairs.
- Scheduled and received deliveries and verified goods received against paperwork.
- Cooked food by tasting and smelling it to ensure palatability and flavor conformity.
- Reviewed menus and analyzed recipes to assess labor and overhead costs.

Jan 2019 — 2022

Desk Officer, BENSAN TECHNOLOGY

- Interacted with management and colleagues to resolve important administrative matters.
- Provided information about establishment, such as location of departments and offices, employees within organization and services provided.
- Organized and filed important documents in filing cabinets or in online document storage solutions.
- Maintained office equipment and reported malfunctions for servicing.
- Operated telephone switchboard to answer and forward calls.

2019 — 2019

POS ASSOCIATE, GODSWILL ENTERPRISES

Yenagoa

- Processed cash, check and credit cards for customer purchases.
- Counted cash drawers at beginning of shifts to verify correct amounts.
- Arranged and replenished displays and merchandise racks to maintain store appearance.
- Bagged or boxed merchandise and prepared packages for shipment.
- Processed merchandise returns and exchanges.
- Supervised others and provided on-the-job training.
- Helped customers locate merchandise.

- Adapted curriculum, addressing needs of scholars with varying abilities and cultural backgrounds.
- Met departmental and program deadlines, complying with reporting requirements.
- Created flexible academic programs and classroom environments, promoting learning and personal growth.
- Implemented school's curriculum consistent with unique learning needs of students.
- Integrated technology into classroom and lesson plans, supporting students through accessibility tools.
- Managed student behavioral issues to optimize classroom learning environment.
- Developed and maintained classroom environment conducive to learning and appropriate for social and emotional development of students. .

- Tracked sales numbers and issued progress reports to executives for review.
- Handled client deposits and transactions and updated billing information in company databases.
- Adapted to and remained flexible in changing, fast-paced work environment.
- Worked with management teams to develop annual sales plans, goals and targets.
- Trained newly hired sales team members regarding company procedures and standards.
- Scheduled sales presentations to promote company programs and educate clients on offerings.
- Negotiated contracts and prices with clients to exceed sales goals.
- Called and met with regular and prospective customers to build long-term customer relationships and networks. .

EDUCATION

Jan 2023

Master of Mass Communication

Jan 2020

Bachelor of Arts in Communication, National Open University of Nigeria

SKILLS

Cooking

Quality Assurance

Recipes

Management

Sanitation

Filing

Equipment Maintenance

Coordinating

Sales

Scheduling

Presentations

Operations

Numbers (Spreadsheet)

Writing

Operational Excellence