

Ihejiamazu Melody Nmesoma

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Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Experience

- **Hotel de laurel** 2023 - 2024
Front desk/Receptionist
 - Greeted and assisted clients/guests upon arrival, addressing inquiries and resolving issues promptly to ensure a positive first impression
 - Handled guest check-in and check-out procedures, including room assignments, key card activation, billing, and payment processing while maintaining accuracy and speed
 - Managed front desk operations including phone calls, emails, reservations, and reception duties, maintaining a calm and professional demeanor during peak periods
 - Provided excellent customer service to hotel guests, ensuring high satisfaction and retention through active listening, empathy, and effective problem-solving
 - Processed transactions, handled cash, and maintained accurate records for guest folios and daily audit, ensuring confidentiality and adherence to company policies
 - Collaborated with housekeeping and other departments to coordinate room status, resolve guest complaints, and improve service delivery, contributing to a positive team dynamic
 - Utilized skills in communication and conflict resolution to de-escalate tense situations with guests and provide timely solutionsI have also worked as the personal assistant to a Female politician

- **Private sector** 2024 - 2025
Personal assistant
 1. Schedule & Diary Management
 - Coordinate meetings with party officials, constituents, lobbyists, media, and government stakeholders
 - Protect their time: filter requests, prioritize engagements, and block out prep/travel time
 - Manage political calendar: rallies, town halls, plenary sittings, committee meetings, campaign events
 2. Communication & Gatekeeping
 - Screen calls, emails, and visitors — decide what reaches the principal
 - Draft replies, letters, memos, and briefing notes in their voice
 - Act as first point of contact for urgent issues and escalate appropriately
 3. Travel & Logistics
 - Book flights, hotels, security, and ground transport, often last-minute
 - Prepare travel packs: itinerary, briefing docs, speech points, contact list
 - Coordinate with protocol and security detail for public appearances
 4. Information Management
 - Prepare daily briefs: news clippings, constituency updates, urgent files
 - Take minutes in confidential meetings and track action items
 - Maintain secure filing system for sensitive documents and correspondence
 5. Constituency & Stakeholder Liaison

- Log and follow up on constituent requests, complaints, and petitions
- Liaise with party offices, and community leaders on the principal's behalf
- Coordinate courtesy visits, gift logistics, and event invitations

6. Events & Public Appearances

- Work with media/communications team on talking points and event flow
- Manage guest lists, accreditation, and protocol seating
- Ensure principal arrives briefed, on time, and with all required materials

Education

- **Abia state university**
History and international relations

2025

Skills

- Conflict resolution skills
- Good customer service skills
- Data skills
- Managerial skills
- Advanced communication skills
- Good customer service skills