



# Adetayo Rodiyat Opeyemi

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## PROFESSIONAL SUMMARY

Coordinated personnel with years of experience leading versatile teams in front office, hotel management and customer services. Customer-oriented reservation manager, anticipating guest needs. Receives guest, offer professional advice with insights on where to visit and how to get the most out of their stay.

## SKILLS

- Microsoft Office
- Biodux software
- Active 360
- AIOSELL
- Good telephone etiquette
- Conflict resolution
- Critical thinking
- Customer service
- Data management
- Good listening skills
- Computer skills
- Adaptability
- Interpersonal Communication
- Organization and Time management
- Planning and Coordination

## WORK HISTORY

### CUSTOMER EXPERIENCE EXPERT

APR 2024 –MAR 2026

#### UNITED BANK FOR AFRICA (UBA)

- Attends to customer enquiries, request and complaints promptly through inbound calls.
- Perform quick check within the scope of standard operational procedure (SOP) to give effective and sound feedback to customer.
- Performs routine check on customer transaction, to prevent, mitigate and escalate internal and occupational fraudulent transactions reported to Fraud Help Desk unit.
- Documents customer feedback to ensure further review by management.

### FRONT OFFICE OFFICER

OCT 2021 –AUG 2023

#### THE COLOSSUS LAGOS, IKEJA LAGOS STATE

- Attending to guest in a warm and friendly manner
- Performs all check in and check out tasks with the use of ACTIVE 360
- Provide information about all available rooms, rate and amenities
- Manage online and phone reservations
- Respond to client complaints in a timely and professional manner
- Laise with our housekeeping staff to ensure all rooms are clean, tidy and fully furnished to accommodate guest needs
- Confirm group reservation and arrange personalized service for VIP customer and event attendees like wedding guests

**FRONT OFFICE OFFICER/SUPERVISOR**  
**CHOICE HOSPITALITY, IKEJA LAGOS STATE** **MAR- 2018 –FEB 2020**

- Welcoming of guest in a warm and friendly manner
- Performs all check in and check out tasks with the use of AIOSELL
- Provide information about all available rooms, rate and amenities
- Manage online and phone reservations
- Respond to client complaints in a timely and professional manner
- Laise with our housekeeping staff to ensure all rooms are clean, tidy and fully furnished to accommodate guest needs
- Confirm group reservation and arrange personalized service for VIP customer and event attendees like wedding guests

**RECEPTIONIST** **AUG- 2016 -OCT 2018**  
**CHANTELA SUITES, IKEJA LAGOS STATE**

- Welcoming of guest in a warm and friendly manner
- Perform all check in and check out tasks with the use of AIOSELL
- Provide information about all available rooms, rate and amenities
- Manage online and phone reservations
- Respond to client complaints in a timely and professional manner
- Laise with our housekeeping staff to ensure all rooms are clean, tidy and fully furnished to accommodate guest needs
- Confirm group reservation and arrange personalized service for VIP customer and event attendees like wedding guests
- Maintain updated records of booking and payment.

**GRADUATE TRAINING [NYSC] SPATIAL LORD LIMITED JAN 2023-JAN 2024**

## EDUCATION

**ASSOCIATE OF SCIENCE| HOSPITALITY MANAGEMENT** **2019 - 2022**  
 YABA COLLEGE OF TECHNOLOGY, SABO YABA. (HND)

**ASSOCIATE OF SCIENCE| HOSPITALITY MANAGEMENT** **2017 – 2019**  
 YABA COLLEGE OF TECHNOLOGY, SABO YABA. (OND)

**HIGH SCHOOL DIPLOMA.** **2008 - 2013**  
 MUSLIM SENIOR COLLEGE OWORONSHOKI

## VOLUNTRY EXPERIENCE

**PRESIDING OFFICER - INDEPENDENT NATIONAL ELECTORAL COMMISSION**  
**FEB 2023**

- Coordinated all activities at the polling unit on election day including polling, sorting and counting of votes as well as the announcement of election results.
- Took delivery of and inspected all materials and equipment for election from the supervisory presiding officer and ensured their security, particularly the sensitive materials, such as ballot paper and result forms.
- Issued ballot papers to voters and ensured that voters deposit thumb-printed ballot papers into the appropriate ballot box. returned all election materials, other than the result sheet and card reader, to the SPO for delivery to the EO after elections. delivered the completed result sheets and card reader to the registration area collation officer (RACO).

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|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| CERTIFICATIONS         | CERTIFICATE OF COMPUTER TRAINING SCHOOL, 2012                                                                                                       |
|                        | <b>Professional Certification in Project Management (PCPM) 2024</b><br>Sansvid-M International Nigeria (Management Consultant)                      |
|                        | <b>Professional Certification in Customer Relationship Management (PCCRM) 2024</b><br>Sansvid-M International Nigeria (Management Consultant)       |
|                        | <b>Professional Certification in Human Resource Management (PCHRM) 2024</b><br>Sansvid-M International Nigeria (Management Consultant)              |
|                        | <b>Professional Certification in ICT Essentials (PCICT) 2024</b><br>Sansvid-M International Nigeria (Management Consultant)                         |
|                        | <b>Professional Certification in Health Safety and Environment (HSE I &amp; II) 2024</b><br>Sansvid-M International Nigeria (Management Consultant) |
| ADDITIONAL INFORMATION | <b>Professional Certification in Health Safety and Environment (HSE III) 2024</b><br>Sansvid-M International Nigeria (Management Consultant)        |
|                        | <b>Nationality:</b> Nigerian                                                                                                                        |
|                        | <b>State of Origin:</b> Ogun State                                                                                                                  |
|                        | <b>Local Government:</b> Remo - North                                                                                                               |
|                        | <b>Language:</b> English and Yoruba                                                                                                                 |
|                        | <b>Gender:</b> Female                                                                                                                               |
| HOBBIES                | <b>Marital status:</b> Single                                                                                                                       |
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| REFEREE                |                                                                                                                                                     |
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- General creativity and improvisation, when and where necessary.
- Reading and learning new things.
- Playing games and traveling.
- Meeting people

*Available Upon Request*