Lagos State,
Nigeria
+2348164131567
ahuruonyeimmaculate64@gmail.com

AHURUONYE IMMACULATE CHISOM

PROFILE

- Customer-focused professional with experience in customer service, front-desk support, and restaurant service roles.
- Skilled in handling customer inquiries, taking orders, managing calls, and delivering positive customer experiences in fast-paced environments.
- Proficient in record keeping, payment handling, scheduling, and basic administrative support with strong attention to detail.
- Organized and reliable team player with excellent communication, multitasking, and interpersonal skills.

EXPERIENCE

DISPOSABLES WAREHOUSE

(June 2025 – Till Date)

Disposable warehouse(DW packs) *is a leading distributor of disposable food packaging products in Nigeria.*

Customer Service / Sales Officer

Job Description

- ✔ Served as the first point of contact for customers, ensuring polite and professional interactions.
- ✔ Responded to customer inquiries and provided accurate product and service information.
- ✔ Assisted with order processing, tracking, cancellations, returns, and refunds.
- ✔ Collected and reported customer feedback to support service improvement.
- ✔ Followed up on customer issues to ensure resolution and satisfaction.
- ✔ Maintained customer records and performed routine data entry tasks

BLUE JAYZ LOUNGE

(June 2022 – 2024)

Waitress

Job Description

- ✔ Welcomed and attended to customers in a professional and friendly manner to ensure a positive dining experience.
- ✔ Took and processed food and beverage orders accurately while coordinating with kitchen staff for timely delivery.
- ✔ Served food and beverages while maintaining high standards of customer service

and restaurant etiquette.

- ✔ Processed customer payments using POS systems and balanced bills accurately at the end of shifts.
- ✔ Worked collaboratively with team members to support smooth daily restaurant operations during peak hours.
- ✔ Handled customer inquiries, complaints, and payment transactions efficiently and professionally.

KILIMANJARO RESTAURANT

(2021 – 2022)

Cashier

Job Description

- ✔ Processed dine-in and takeaway orders efficiently using POS systems
- ✔ Answered customer inquiries and provided information on menu items and promotions.
- ✔ Managed cash, card, and mobile payments; issued receipts and processed refunds.
- ✔ Balanced cash drawers at the start and end of shifts..
- ✔ Maintained a clean, organized, and professional cashier and reception area.
- ✔ Coordinated with kitchen staff and servers to ensure order accuracy and timely service
- ✔ Performed daily data entry and maintained basic operational records.

EDUCATION

Bright Scholar Secondary School
Senior Secondary Certificate Examination (SSCE) – 2021
Yaba College Of Technology Lagos (Hospitality management - OND)
2023-2026

SKILLS

- ✔ **Strong customer service and communication skills**
- ✔ **Skilled in welcoming visitors, handling inquiries, and providing a positive first impression for organizations.**
- ✔ **Experienced in managing records, data entry, and basic administrative support.**
- ✔ **Strong communication and interpersonal skills with a friendly and professional attitude.**
- ✔ **Highly organized, detail-oriented, and able to multitask effectively in fast-paced environments.**
- ✔ **Reliable team player with a proactive approach to problem-solving.**

CERTIFICATIONS

ALX Virtual Assistant Certificate – November 2024

REFERENCES

To be provided upon request