

ABRAHAM SULE

Lagos

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Professional summary

A proactive Restaurant Manager with experience in restaurant operations, inventory management, team supervision, customer service, and stock control.

Willing to relocate: Anywhere

Personal Details

Highest Level of Education: Bachelor's Degree

Total years of experience: 5

Work Experience

Shift manager

Quality Food Africa (QFA) Scoop'd-Lagos

May 2026 to Present

- Supervised daily shift operations and coordinated team members to ensure smooth service delivery.
- Managed inventory by monitoring stock levels, receiving supplies, and maintaining accurate stock records.
- Conducted regular stock counts and reconciled inventory discrepancies to minimize losses.
- Ensured compliance with company policies, health, safety, and quality standards.
- Resolved customer concerns promptly while maintaining high service standards.
- Trained, supervised, and motivated staff to improve productivity and performance.
- Prepared daily operational and inventory reports for management.
- Coordinat with suppliers and other departments to ensure the timely availability of stock and operational efficiency.

Manager/ store officer

Tomz Food, shawarma and grill-Lagos

December 2024 to May 2026

- Managed the day-to-day operations of the restaurant, ensuring smooth and efficient service.
- Supervised, trained, and scheduled staff to maintain high performance and excellent customer service.
- Monitored inventory, controlled stock levels, and coordinated purchasing to minimize waste.
- Oversaw cash handling, daily sales reconciliation, and financial reporting.
- Ensured compliance with food safety, hygiene, and health regulations.
- Handled customer complaints -professionally and implemented solutions to improve guest satisfaction.

Supervisor

AMA's Food and bites-Abuja

January 2024 to November 2024

- Supervised daily restaurant operations to ensure efficient service and smooth workflow.
- Led, trained, and motivated team members to deliver excellent customer service.
- Monitored staff attendance, performance, and compliance with company policies.
- Assisted with opening and closing procedures, cash handling, and shift reporting.
- Ensured food quality, cleanliness, and hygiene standards were consistently maintained.
- Resolved customer complaints promptly and professionally to ensure customer satisfaction.
- Monitored inventory levels and reported stock shortages to management.

Hotel Operation Coordinator

Rawlings Hotel (Accommodation, event, food and Beverages)-Kogi

January 2018 to December 2022

- Coordinated daily hotel operations to ensure efficient service delivery across departments.
- Worked closely with the front office, housekeeping, maintenance, and food & beverage teams to maintain smooth operations.
- Monitored room readiness, guest requests, and service quality to enhance the guest experience.
- Prepared operational reports and maintained accurate records.
- Assisted in staff scheduling, task allocation, and performance monitoring.
- Coordinated meetings, events, and administrative activities as required.

Education

Agricultural marketing and cooperative (Bachelor's)

University of Agriculture.-Makurdi

January 2016 to February 2022

Skills

- Analytical and problem solving skill
- Strong communication skill
- Time management
- Customer service and relation management

Certifications and Licenses

National Youth Service Corps, NYSC

January 2023 to January 2024

NYSC Certificate

This certification is for the Successful completion of my National Youth Service Corps (NYSC) program.