

ABUE MARY UBONG

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PROFESSIONAL SUMMARY

Results-driven and business-oriented professional with a **Bachelor of Science (B.Sc.) in Microbiology** and proven experience in business operations, sales, customer relationship management, hospitality support, marketing, and administrative coordination. Skilled in leading teams, managing daily operations, building lasting client relationships, and delivering exceptional customer service to achieve organizational goals. Adept at identifying business opportunities, improving operational efficiency, and driving revenue growth through strategic planning and excellent communication. A proactive, adaptable, and goal-focused professional committed to delivering outstanding performance in management and customer-focused environments.

CORE COMPETENCIES

- Leadership & Team Management
- Business Development
- Operations Management
- Hospitality Management
- Sales & Marketing
- Customer Relationship Management (CRM)
- Customer Service Excellence
- Administrative Coordination
- Business Operations
- Inventory & Distribution Management
- Estate Management
- Microsoft Office Suite (Word, Excel & PowerPoint)
- Digital Technology & Business Applications
- Communication & Negotiation Skills
- Problem Solving & Decision Making
- Time Management
- Team Collaboration
- Negotiation Skills
- Strategic Planning
- Adaptability & Flexibility
- High Level of Professionalism
- Ability to Work Under Pressure

EDUCATION & CERTIFICATIONS

University of Calabar, Calabar, Cross River State

Bachelor of Science (B.Sc.) in Microbiology
Second Class Upper Division
Graduated: 2023

National Youth Service Corps (NYSC)

Certificate of National Service
January 2025 – January 2026

West African Examinations Council (WAEC)

West African Senior School Certificate (WASSCE)
Federal Government Girls' College, Bida, Niger State
Year Obtained: 2016

Primary School Leaving Certificate/Testimonial

Bedrock International School, Bangaei, Bida, Niger State
Attendance: 2003 – 2009

PROFESSIONAL EXPERIENCE

Gazalluxury (2023 – 2024)

Business Operations, Sales Manager & Customer Relations

- Managed daily business operations to ensure efficiency and seamless workflow.
- Led sales activities, developed strategies, and drove revenue growth.
- Built and maintained strong customer relationships, ensuring high satisfaction and retention.
- Handled customer inquiries, complaints, and service recovery professionally.
- Coordinated with cross-functional teams to achieve business objectives and sales targets.
- Identified business opportunities and implemented initiatives to improve operational performance.

Marketing & Business Development

- Assisted in planning and executing marketing campaigns.
- Promoted products and services through digital and physical marketing channels.
- Developed customer engagement strategies that improved brand visibility.
- Built productive relationships with clients and business partners to support business growth.

Jada Lifestyle

Branch Manager (2024 – 2026)

Hospitality & Administrative Support

- Supervised daily branch and hospitality operations to ensure smooth service delivery and guest satisfaction.
- Maintained high standards of customer service, professionalism, and operational efficiency.
- Coordinated front-desk activities, guest check-ins/check-outs, and handled customer inquiries and complaints promptly.
- Managed staff schedules, delegated duties, and monitored employee performance to ensure excellent service standards.
- Assisted in recruiting, training, and supervising branch staff to improve productivity and teamwork.
- Oversaw inventory control, procurement of supplies, and proper record-keeping of branch operations.
- Monitored sales performance, prepared operational reports, and supported strategies to improve revenue generation.
- Ensured compliance with company policies, safety procedures, and hospitality service standards.
- Built and maintained positive relationships with guests, clients, and business partners to encourage repeat business and customer loyalty.
- Supported budgeting, expense monitoring, and cost-control measures to enhance branch profitability.

KEY ACHIEVEMENTS

- Bachelor of Science (B.Sc.) in Microbiology with Second Class Upper Division.
 - Successfully completed the National Youth Service Corps (NYSC).
 - Demonstrated experience in business operations, sales, marketing, customer relationship management, and hospitality management.
 - Strong understanding of administrative coordination and branch operations.
 - Proficient in Microsoft Office Suite and modern digital business tools.
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REFERENCES

Available upon request.