

ALMONA EMMANUEL

Lagos, Nigeria | 08106763699 | emalek1993@gmail.com

PROFESSIONAL PROFILE

Versatile and dependable business and customer-service professional with practical experience across sales, retail operations, hospitality reception, pump-station service and shortlet property management. Experienced in customer communication, daily operations, sales support, front-desk duties and property-related responsibilities. Organized, adaptable, responsible and customer-focused, with the ability to work independently or as part of a team. Proficient in Microsoft Word and Microsoft PowerPoint and willing to learn new systems and procedures.

CORE COMPETENCIES

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| • Customer Service & Client Relations | • Sales & Retail Operations |
| • Shortlet / Property Management | • Front Desk & Reception Duties |
| • Business Operations Support | • Communication & Interpersonal Skills |
| • Complaint Handling & Problem Solving | • Microsoft Word & PowerPoint |
| • Time Management & Organization | • Teamwork & Independent Working |
| • Product Promotion | • Basic Record Keeping |

PROFESSIONAL EXPERIENCE

Shortlet Manager

2023 – 2025

- Managed day-to-day shortlet accommodation operations and supported smooth running of the property.
- Handled guest enquiries, communication, bookings and general customer-service responsibilities.
- Coordinated check-in and check-out activities and provided guests with relevant information and assistance.
- Monitored property readiness, cleanliness and general presentation before and during guest stays.
- Responded professionally to guest requests and complaints and worked toward practical solutions.
- Coordinated routine property needs and communicated operational issues when attention was required.
- Maintained organized booking and guest information.

Receptionist – Golden Step Hotel, Abraka

2023

- Welcomed guests and provided professional front-desk assistance.
- Handled enquiries, guest requests and routine reception responsibilities.
- Assisted with check-in and check-out procedures and communicated relevant information to guests.
- Maintained a professional and friendly reception environment.
- Supported general hotel operations and worked with colleagues to address guest needs.

Pump Attendant – Rain Oil

2021 – 2022

- Served customers and assisted with fuel-dispensing operations.
- Handled customer requests professionally and maintained good communication during service.
- Supported accurate handling of transactions and routine station activities.
- Maintained a clean and orderly work area and followed workplace procedures.
- Worked effectively during busy periods while maintaining attention to customer service.

Sales Personnel – Nweze Supermarket, Obiaruku

2020

- Assisted customers in selecting products and provided information about available items.
- Supported daily sales activities, product arrangement and general store operations.
- Maintained good customer relationships and responded to customer enquiries.
- Helped keep merchandise properly arranged and the sales environment organized.
- Supported stock-related and routine retail activities as required.

Sales Manager – Elliot Business Enterprise, Asaba

2019

- Supported sales operations and day-to-day business activities.
- Assisted customers, handled enquiries and promoted products or services.
- Helped coordinate sales activities and maintain positive customer relationships.
- Supported organization of business operations and contributed to sales objectives.

EDUCATION

Federal Polytechnic Nekede	Business Administration	2015 – 2017
Ogwashi-Uku Polytechnic	National Diploma (ND)	2011 – 2013

TECHNICAL & OFFICE SKILLS

- Microsoft Word – document preparation, formatting and office documentation.
- Microsoft PowerPoint – presentation preparation and formatting.
- Basic administrative organization, customer records and routine business documentation.
- Adaptability to new workplace systems, procedures and responsibilities.

PERSONAL STRENGTHS

- Professional customer-service attitude and communication.
- Reliable, responsible and willing to take initiative.
- Organized and able to handle multiple routine responsibilities.
- Good interpersonal skills and ability to work with different customers and colleagues.
- Flexible, hardworking and willing to learn.

PERSONAL DETAILS

Full Name	Almona Emmanuel
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REFERENCES

References are available upon request.