

CHIAMAKA AMUNUBA

Festac Town Lagos.
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7013455215

PERSONAL PROFILE

Dedicated, efficient, enthusiastic, energetic and highly personable customer service personnel/Receptionist with an outstanding 3 years' vast experience of fostering strong customer loyalty and running seamless front desk operations.

Committed and reliable office personnel motivated to maintain customer satisfaction and contribute to company success.

Versatile professional with expertise in delivering exceptional customer service for clients. Adapt at catering for guest needs by informing clients of facilities/products, successfully upselling to benefit client and company. Well-versed in resolving complaints and ensuring all clients enquiries are resolved immediately with intuitive knowledge of information communication technology.

CAREER OBJECTIVES

- ✦ A highly passionate, hardworking, creative, and resourceful personnel which is responsible for assisting in dealing with customer complaints in an effective and courteous manner; providing or seeking solutions as quickly as possible.
- ✦ Detail-oriented and able to learn new tasks quickly and effectively. Able to provide employers with excellent customer satisfaction ratings.
- ✦ To obtain a position that will utilize, enhance, and expand knowledge, skills, and abilities; offer opportunities to learn and acquire new skills; and promote personal and professional growth.

CORE SKILLS

- ✦ Customer Relationship Engagement
- ✦ Strong leadership skills
- ✦ Upselling & Facilities promotion
- ✦ Complaint Handling

- ✦ A warm personality, attentive and smartly presentable.
- ✦ Advance effective verbal/written, listening communication skills;
- ✦ Organization and planning skills;
- ✦ Self-Motivation and ability to motivate others;
- ✦ Good team player; Team building and team spirit.
- ✦ Critical thinking & Decision making

I.T SKILLS

- ✦ Ability to use Microsoft office suite and other management software's.
- ✦ Ability to utilize any social media platforms (Zoom, Google Meet etc.)
- ✦ Training delivery and Presentation skills.

EDUCATION

UNIVERSITY OF LAGOS

2018 – 2023

B.A/Ed French Education
Bachelor of Arts and Education

WORK EXPERIENCE

SERVICE ADVISOR

May. 2025 – Feb 2026

First City Monument Bank.
4th Avenue Festac Town

Duties and Responsibilities

- ✦ Respond to inquiries regarding the bank's basic products/services and/or resolve issues promptly
- ✦ Effectively educate customers on the use of the bank's alternate channels to enhance its usage.
- ✦ Onboard customers to appropriate alternate channel platforms.
- ✦ Ensure Branch Environment issues are escalated promptly and that the branch meets the Bank's standards.

- ✚ Assist in completing Customer documentation and help to locate Relationship Managers if required.
- ✚ Ensure maintenance of a cluster-free banking hall.

GUEST SERVICE AGENT (RECEPTIONIST)

Jan. 2023 – March. 2025

GARDEN TOP HOTEL

Festac Access Link, Amuwo Odofin, Lagos.

Duties and Responsibilities

- ✚ Welcome guest upon arrival and assign rooms.
- ✚ Creating a positive experience for guests from check in to check out.
- ✚ Taking enquiries in person, on the phone and via email.
- ✚ Assisting guests with any special requirements throughout their stay
- ✚ Ensuring maximum room occupancy and up-selling of hotel services and facilities to hotel guest
- ✚ Using brand knowledge to inform guest of special rates, in-room services and room types
- ✚ Managing customer complaints and enquiries, providing solutions promptly and effectively
- ✚ Proactively anticipating customer needs in order to improve their experience
- ✚ Representing the hotel brand and image, keeping the front desk well-presented and organized.
- ✚ Adhering to company standards and policy and ensuring the safety of all guest.
- ✚ Maintain update records of bookings and payments.
- ✚ Confirm group reservations and arrange personalized service for VIP guest and event attendees like wedding guests.

ADMIN OFFICER

Sept. 2021 – Oct. 2022

WOOD BELL SCHOOL FESTAC, LAGOS

Responsibilities

- ✚ Managing the correspondence and communications of the school such as phone calls, post and emails, bookkeeping, record-keeping or data entry into financial, personnel and legal databases and records.
 - ✚ Maintenance and organization of company records.
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