

BERNARD BRIDGET TOCHUKWU

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PROFESSIONAL SUMMARY

I am a detail-oriented graduate of Hospitality and Tourism Management with a strong interest in customer service and administrative roles. I possess strong communication, organizational, and interpersonal skills, and I am passionate about delivering excellent service and creating positive customer experiences. I am eager to contribute to a professional environment while supporting business operations and continuous growth.

EDUCATION



Bachelor of Science; Hospitality and Tourism Management

2019 - 2025

FEDERAL UNIVERSITY OYE-EKITI (FUOYE) – EKITI STATE

Second Class Upper Division

WORK EXPERIENCE



Intern – Front Office & Food and Beverage Department (SIWES)

2023 - 2024

IFE GRAND RESORT AND LEISURE INDUSTRIAL HUB, ILE-IFE, OSUN STATE.

- Assisted in daily front office operations including guest check-in, check-out, and reservations.
- Handled guest inquiries and ensured excellent customer service.
- Supported food and beverage staff with service delivery and order management.
- Developed skills in guest relations, multitasking, and hospitality operations.

Virtual Assistant – Social Media Manager

2024 - Present

FREELANCE, YOUNG NIGERIA WORKS.

- Managed social media accounts for brands and professionals.
- Scheduled posts and monitored audience engagement.
- Provided basic performance reports.
- Strengthened digital communication and organizational skills.

President - Hospitality and Tourism Management Students Association

2024/2025

FEDERAL UNIVERSITY OYE EKITI (FUOYE)

- Led and represented over 200 students within the department.

- Organized excursions, seminars, and academic events that enhanced student learning.
- Fostered teamwork, leadership, and professional networking within the association.

Member - Independent Students' Electoral Commission (ISEC)

2021 - 2024

FEDERAL UNIVERSITY OYE EKITI

- Served for three consecutive sessions, supporting the organization and supervision of student elections.
- Ensured fair processes by upholding transparency and adherence to electoral guidelines.
- Gained experience in teamwork, communication, and conflict resolution.

CORE SKILLS

- Customer Service & Communication
- Microsoft Office (Word, Excel, PowerPoint)
- Social Media Management
- Organization & Time Management
- Basic Reservation & Booking Systems
- Hospitality Operations (Front Office & Guest Relations)

CERTIFICATIONS AND PROFESSIONAL AFFILIATIONS

- Executive Virtual Assistant Course – Jobberman / She Leads Africa (2025)
- Member, Hospitality and Tourism Management Association of Nigeria (HATMAN)
- Soft Skills for Career Success – Jobberman / The African Talent Company (2025)

HONOURS AND AWARDS

- Dean's List Honors for Excellent Academic Performance (2024)
- Meritorious Award – Hospitality & Tourism Management Students Leadership (2025)