

BRUNO OKIEMUTE OKUMAGBA

HOSPITALITY OPERATIONS | GUEST EXPERIENCE | TEAM LEADERSHIP | CUSTOMER SERVICE

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PROFESSIONAL SUMMARY

Hospitality operations and customer experience professional with 10 years of cross-functional experience spanning hotel operations, guest relations, customer service, sales, administration and team coordination. Currently leading daily operations for a 30-room property serving 25+ guests daily, managing a 30-person, multi-department team across front office, housekeeping and food service to guest-ready standards. Combines hands-on hospitality leadership with strong communication, CRM and commercial experience to improve operational efficiency and guest satisfaction.

CORE COMPETENCIES

Hospitality Operations: Front Office · Housekeeping Coordination · Guest Relations · Food & Beverage Coordination · Service Standards · Quality Control

Leadership & Operations: Team Supervision (up to 30 staff) · Staff Coordination · Performance Management · Problem Resolution · Cross-Functional Collaboration

Operations Tracking: Spreadsheet-Based Scheduling & Records (Excel/Google Sheets) · Staff Rostering · Inventory & Maintenance Logs

Other: Valid Driver's License

Customer Experience: Guest Satisfaction · Complaint Resolution · Service Recovery · CRM · Client Relationship Management

Commercial: Sales · Account Management · Customer Retention · Marketing

PROFESSIONAL EXPERIENCE

General Supervisor

Jul 2026 – Present

The Peachtree Hotel | Ibeju-Lekki, Lagos, Nigeria

- Oversee daily operations for a 30-room property serving 25+ guests daily, coordinating a team of approximately 30 staff across housekeeping, front office, food service, maintenance and security to maintain consistent, guest-ready service delivery.
- Coordinate housekeeping, front-office and food-service activities to ensure guest rooms are cleaned, inspected and turned around ahead of check-in.
- Manage timely breakfast and food service delivery alongside guest requests, stepping in operationally to maintain service continuity during peak periods.
- Resolve guest concerns and service issues in real time, supporting a positive guest experience and effective service recovery.
- Monitor staff performance and reinforce hotel policies, strengthening teamwork, accountability and cross-departmental coordination.
- Maintain spreadsheet-based staff rosters, maintenance logs and inventory records to keep departments aligned and operations audit-ready.

Direct Sales Executive

Jul 2023 – Jun 2024

United Bank for Africa (UBA) | Lagos, Nigeria

- Managed a portfolio of personal, SME and corporate accounts against a target of 150 new, predominantly funded accounts monthly, achieving approximately 110 new accounts and generating over NGN 2 million in account-opening funds.
- Drove revenue opportunities through cross-selling and upselling banking products, communicating product value clearly to different client segments.
- Managed ongoing client relationships, resolving service issues and identifying opportunities to strengthen customer satisfaction and retention.
- Collaborated with internal teams to resolve escalated client issues, demonstrating clear cross-functional communication and service excellence.

HR Assistant – Talent Acquisition**Apr 2022 – May 2023***Worth Consulting | Lagos, Nigeria*

- Managed recruitment across 30+ vacancies, successfully sourcing and placing 70+ candidates across 10 major client organisations.
- Redesigned CV review and candidate-tracking workflows, reducing hiring time by 70% and improving recruitment efficiency and client communication.
- Used LinkedIn Recruiter, Jobberman and digital platforms to build qualified talent pipelines and write job descriptions that supported employer branding.
- Served as the communication liaison between client employers and successful candidates, supporting a professional onboarding experience.

Customer Service Representative**Jul 2021 – Feb 2022***XGO Finance Limited | Lagos, Nigeria*

- Handled customer service activity across a portfolio exceeding 1,000 customers, resolving inquiries and complaints through empathetic, solution-focused communication.
- Managed loan recovery activities, achieving an 80%+ recovery rate while negotiating customised repayment plans with customers with outstanding balances.
- Maintained approximately 65% responsiveness in follow-up communication with customers with outstanding balances, supporting consistent repayment engagement.
- Maintained accurate CRM records of customer interactions, supporting data integrity and effective team-wide communication.

Customer Service Representative**Feb 2021 – Jun 2021***Atimi Lending Company | Lagos, Nigeria*

- Delivered responsive customer support via phone and email, resolving loan inquiries and account issues with speed, accuracy and professionalism.
- Coordinated structured loan repayment reminders and follow-up schedules, contributing to approximately 70% improvement in repayment performance.

Marketing & Sales Officer**2020 – 2021***Brubar Nig. Ltd | Lagos, Nigeria*

- Generated 50+ leads, closed 10 client contracts and contributed to 60% sales growth through targeted marketing, product presentations and consultative selling.
- Monitored sales metrics and presented data-driven insights to management for campaign optimisation.

Admin Officer & Social Media Manager**2019 – 2020***Trusthouse of God Church | Lagos, Nigeria*

- Managed official Facebook, Instagram and YouTube channels and provided administrative support across scheduling, budgeting and visitor coordination.

Admin Officer & Personal Artist Manager**2018 – 2019***Tops Record Label | Lagos, Nigeria*

- Supported board-level administration, artist bookings and studio scheduling, serving as communication hub between artists, management and external partners.

Admin Officer & Social Media Manager**2016 – 2018***Brunnisworth Clothings | Lagos, Nigeria*

- Planned social media campaigns that strengthened brand visibility and directed daily operations, supervising staff and resolving customer complaints.

EDUCATION & PROFESSIONAL DEVELOPMENT

Certificate in Product Management*Dexa Institute | Lagos, Nigeria | 2024 – 2025***B.Sc. Marketing***Redeemer's University | Ogun State, Nigeria | 2014*