

AMUSA, TAIWO SHAKIRU

1, Adio Street, New Garage, Gbagada, Lagos.

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EDUCATION WITH ACADEMIC QUALIFICATION

- BSc Business Administration (DLI) 2019
University of Lagos, Lagos
- National College, Gbagada, Lagos
Senior Secondary School Certificate (SSCE) 2002

WORK EXPERIENCE

- La Fithinn Villa Hotel, Lekki, Lagos. March 2024 Till Date
Post Held: Operation Manager/Acting GM
- Farm City Limited, Lekki, Lagos Nov 2023 - March 2024
Post Held: Floor Manager
- LAVISTA Restaurant & Lounge. Lekki, Lagos Nov 2022 - Aug 2023
Post Held: Club Manager
- Muse by LVG Resident, Hotel, & Lounge. Lekki Lagos Nov 2022
Post Held: Assistant Manager
- FOCUS CITY ENTERTAINMENT. Lekki Lagos Jan 2022
Post Held: Personal Assistant to the MD
Job Description:
 - Schedule meetings and manage calendars
 - Answer phone calls, emails, and take messages
 - Take accurate and comprehensive notes at meetings
- DUNNIES FOODS LIMITED. Magodo Lagos March 2021
Post Held: Personal Assistant to the MD
Job Description:
 - Help with daily time management
 - Run errands as requested
 - Plan travel, include flights, accommodation and ground transportation
 - Coordinate events and speaking engagements
 - Draft correspondence emails and letters



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- **Pablo by Cubana, Victoria Island, Lagos** 2020-2021
Post Held: Club Supervisor
- **Shiro Lagos Restaurant & Lounge, Victoria Island, Lagos** 2019
Post Held: Supporting Staff
- **The Bay Lounge Limited , Lekki Lagos** 2014 - 2019
Post Held: Head Waiter/Supervisor

 - Handle customer requests and inquiries
 - Ensure customer satisfaction
- **MVP Restaurant, Bar & Night Club,** 2014
Post Held: Waiter

 - Leadership – motivate and drive Waiters performance across various teams.
 - Provide solutions to customers’ challenges
 - Generate reports relating to customer requests and complaints
- **Squeaky Clean Service Limited** 2011 – 2013
Post Held: Supervisor - MTN Nigeria

 - Coordinate and ensure janitorial processes and procedures are adhered to
 - Ensure HSE compliance.
 - Leadership – motivate and drive janitorial performance across various teams.
- **Sparkles Products & Services** 2009 – 2011
Post Held: Customer Service Representative

 - Provide solutions to customers’ challenges
 - Generate reports relating to customer requests and complaints
 - Respond promptly to customer inquiries.
 - Handle and resolve customer complaints.
 - Obtain and evaluate all relevant information to handle product and service inquiries.
 - Process orders, forms, applications and requests.
 - Direct requests and unresolved issues to the designated resource.
 - Maintaining good customer relations
- **Springclean Hygiene Concept** 2008 – 2009
Post Held: Team Lead

 - Organize and delegate workload amongst janitors.
 - Monitor janitors to ensure tasks are carried out efficiently and effectively.
 - Handle requests, complaints, etc. from both staff and customers.
 - Supervising, guiding and motivating team members.



SKILLS: Microsoft Office Package, quick to learn new systems and processes, self-motivated, team player, ability to work under pressure with little or no supervision, excellent communication and customer relations skills.

BIO-DATA

Date of Birth: April 9, 1987

Sex: Male

Marital Status: Single

State of Origin: Oyo

References: Miss Akangbe Kehinde
HR Girlfriend Tribes
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