

IGWEMEZIRI CHIEMELA JOY

Event & Guest Services | Sales | Customer Support

Lugbe, Abuja, Nigeria | 07013046309 | chiemelaigwemeziri@gmail.com

PROFESSIONAL PROFILE

I am an enthusiastic and presentable graduate with hands-on experience in event and guest services, customer support and travel sales. I am comfortable approaching people, explaining products and services clearly, and keeping a positive attitude through long, busy days. I am punctual, reliable and ready to represent a brand well at a live event.

CORE COMPETENCIES

Event guest relations • Customer engagement • Sales and client follow-up • Clear, confident communication • Teamwork • Professional presentation • Problem solving • Time management

WORK EXPERIENCE

- Event & Guest Services | Zim Teams Ushers

2022 – 2023

 - Welcomed and directed guests at events, giving each person a courteous and professional first impression.
 - Worked closely with organisers and fellow team members to keep events running smoothly and on schedule.
 - Handled guest questions on the spot and stayed calm and presentable throughout long event days.
- Travel Agency Assistant | Trans Emerald Travel

2023 – 2024

 - Assisted clients with travel enquiries and bookings, explaining available options clearly.
 - Followed up with clients and supported the team in converting enquiries into confirmed bookings.
- Customer Support Representative (Remote) | Acquisition Cube

2024 – 2025

 - Responded to customer enquiries and resolved issues with patience and professionalism.
 - Kept accurate records of customer interactions and followed up to make sure issues were closed.
- Staff Member | TrustFinance Thrift and Credit Cooperative Society Limited

2026 – Present

 - Promote the cooperative’s services to prospective members and work toward a target of bringing in investors.
- Secretary (Intern) | Ministry of Communication, Innovation and Digital Economy

Jun – Aug 2025

 - Provided secretarial and administrative support, handling correspondence, documents and office tasks.
- Teacher | Solchi Academy

2021 – 2022

 - Taught and supervised students, building strong communication and public speaking skills.

EDUCATIONAL QUALIFICATIONS

B.Sc. Public Administration (First Class Honours) | Mewar International University 2026

REFERENCES

Available on request.