

CHIKA JULIET CHIKWEM

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 5 Banire Avenue Egbeda, Lagos State.

CAREER OBJECTIVES

Energetic and dedicated financial analysis enthusiast. Purpose driven and ability to adapt towards positive changes. Equipped with superb Analytical, problems-solving and decision-making abilities. I bring reliability, meticulous attention to details, and an insatiable curiosity for learning about emerging technologies and business trends. Seeking career advancement and a challenging work environment. I consistently strive to deliver exceptional results, maximizing positive outcomes and contributing my utmost to any organization.

WORK EXPERIENCE

General Supervisor

Maas Central Hotels. Port Hacourt, River State.

2020- Till Date

Core Functions Include:

- Supervised all departments in the hotel, such as front desk department, housekeeping, kitchen, laundry etc. Ensuring staff are maintained efficiently and meet targets.
- Responsible for overseeing the financial operations of the hotel, such as revenue management, revenue reports, profit and loss report, budgets etc.
- Responsible for ensuring that guests are satisfied with their experience at the hotel through regular contact with customers.
- Responsible for reviewing guests complaints, concerns or issues in order to make decisions about how best to respond to them.
- Making sure that the hotel is well-maintained by scheduling repairs when needed.

Receptionist / Front Desk Office

Sevilla Hotels, Port Harcourt, Rivers State.

2018-2020

Core Functions Include:

- Welcoming and greeting guests
- Maintaining guest records and book reservation.
- Handling guest complaints and enquires.
- Provide an outstanding guest experience.

- Handling check-in and checkout procedures efficiently
- Prepare bills.
- Verify guest payment method.

Store keeper

EDO BISUITS, Port Harcourt, Rivers State.

2015-2018

Core Functions Include:

- Effectively received and confirmed items received from purchasers and vendors.
- Conducted thorough inspections to verify the quality, quantity, and condition of incoming goods.
- Documented and maintained accurate records of received items for inventory purposes.
- Responsibly issued items to various units within the hotel based on their requisitions.
- Ensured the timely and accurate distribution of items to support operational needs.
- Proactively monitored inventory levels and identified items that are out of stock or running low.
- Collaborated with the purchasing department to initiate restocking procedures and placed orders with suppliers.
- Ensured timely replenishment of inventory to meet the hotel's operational requirements.
- Maintained meticulous records of all goods bought and received, including details such as quantities, prices, and supplier information.
- Updated inventory data bases and systems to reflect accurate stock levels.
- Conducted regular stock audits to reconcile physical stock with system records.

WAITRESS

Maas Central Hotels, Port Harcourt, River State

2013- 2015

- Greeting the guests.
- Taking guest orders.
- Maintaining Cleanliness in the restaurant
- Arranging table settings.
- Serving food and drinks, ensuring customers satisfactions, and handling payments

BAR ATTENDANT

Grand vennis Hotels, Port Harcourt, Rivers State

2011- 2013

- Maintaining the bar.
- Interacting with customers.
- Marinating bar inventory.
- Maintaining exceptional drink services standards.
- Processing payments.

EDUCATION/CERTIFICATES AND AWARDS

- National Youth Service Discharge Certificate 2022-2023
- Federal Polytechnic Oko, Anambra State
HND: Banking and Finance (Upper Credit) 2019-2020
OND: Banking and Finance 2016-2017
- Umuhuezechi Community Secondary School
Senior Secondary School Certificate (WASSCE) 2002-2008

SKILLS/ COMPETENCES

- Excellent Customer Service Relationship
- Good Organizational and Time Management Skills
- Excellent Interpersonal and Communication skills
- Strong Attention to Detail and good Analytical skills.
- Ability to work with minimal Supervision
- Excellent use of Office Suite (Word, Excel and PowerPoint)
- Able to work effectively in Teams

REFEREES

Available upon request.

