

CYNTHIA CHINEYE OKONKWO

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PROFESSIONAL PROFILE

Dependable and hardworking professional with over seven years' experience in fast-paced, service-driven environments, including supervisory responsibility. Proven ability to maintain quality and hygiene standards, manage budgets and stock, and deliver consistent results under pressure. Reliable, adaptable, and a quick learner who works well both independently and as part of a team.

KEY COMPETENCIES

- Team supervision and day-to-day operations management
- Quality control and consistent adherence to standards
- Health, safety, and hygiene compliance
- Budgeting and cost control
- Inventory and stock management; waste reduction
- Time management and multitasking during peak periods
- Responding to varied client and customer requests
- Teamwork and following instructions from management
- Flexible with shifts, weekends, and high-pressure periods

WORK EXPERIENCE

Company Cook | Brand Enjelz Limited

- Delivered daily service for staff and company guests, meeting a variety of specific requests with good time management
- Maintained high standards of cleanliness and hygiene
- Managed budget and controlled costs

Supervisor | Tantalizers Fast Food

- Supervised all departments: kitchen, ice cream desk, cashiers, and general areas
- Coordinated daily workflow, assigned duties, and monitored staff performance
- Ensured work consistently met the company's quality and food safety standards
- Inspected the front desk, kitchen, and all work areas for cleanliness and hygiene compliance
- Trained and guided new and existing staff on procedures, customer service, and company standards
- Oversaw cashier operations, including accurate cash handling and end-of-shift sales reconciliation
- Monitored stock levels, checked deliveries, and helped reduce waste and control costs
- Handled customer complaints and enquiries promptly to maintain customer satisfaction
- Enforced punctuality and company policies; reported daily operations to management

Supervisor | Markdevel Hotel

- Supervised daily hotel operations and team members across assigned departments, ensuring smooth service on every shift
- Prepared duty rosters, assigned tasks, and monitored staff attendance, punctuality, and performance
- Ensured guests received courteous, prompt, and professional service at all times
- Handled guest complaints, requests, and enquiries, resolving issues quickly to maintain guest satisfaction
- Inspected work areas regularly to maintain cleanliness, hygiene, and safety standards
- Trained and coached new and existing staff on hotel procedures, service standards, and company policies
- Monitored stock and supplies, checked deliveries, and helped control costs and reduce waste
- Supported accurate cash handling and end-of-shift reporting where required
- Coordinated with other departments to keep operations running efficiently, including during busy periods and events
- Reported daily activities, incidents, and staffing needs to management

EDUCATION & DEVELOPMENT

Self-Development & Professional Growth (2025 – Present)

Ongoing structured training in professional skills, communication, and workplace efficiency.

Senior Secondary Certificate (SSCE)

PERSONAL ATTRIBUTES

- Trustworthy and responsible
- Strong work ethic
- Professional and respectful
- Quick learner
- Punctual and dependable