

DOREEN

PROFESSIONAL CURRICULUM VITAE

PROFESSIONAL PROFILE

A highly motivated and hardworking professional with a Higher National Diploma (HND) in Mass Communication and practical experience across education, customer service, brand promotion, sales, accounting support, and restaurant supervision. Possesses strong communication, administrative, organizational, interpersonal, and supervisory skills, with the ability to work effectively independently and as part of a team.

CORE SKILLS

- Customer Service & Relationship Management
- Sales & Brand Promotion
- Teaching & Classroom Support
- Administrative Support
- Record Keeping & Documentation
- Accounting & Financial Administration
- Cash & Transaction Records
- Team Leadership & Supervision
- Communication & Interpersonal Skills
- Problem Solving
- Time Management
- Attention to Detail
- Ability to Work Under Pressure
- Microsoft Office & General Computer Skills

WORK EXPERIENCE

DELUXE AFRICAN CUISINE — South Africa

Supervisor | 2019 – 2026

- Supervised daily restaurant operations and ensured smooth service delivery.
- Coordinated staff activities and delegated duties effectively.
- Monitored customer service standards and handled customer enquiries and complaints professionally.
- Assisted with inventory, stock monitoring, and general operational requirements.
- Maintained a clean, organized, and welcoming environment for customers.
- Supported management with daily administrative and operational tasks.
- Ensured staff followed company procedures and maintained professional standards.
- Helped resolve operational challenges quickly and efficiently.

ST. GEORGE HIGH SCHOOL — South Africa

Educator | October 2017 – January 2018

- Delivered lessons and supported students in their learning and academic development.
- Maintained a positive, organized, and respectful classroom environment.
- Communicated effectively with students and colleagues and supported school activities.
- Prepared learning activities and assisted with day-to-day educational responsibilities.

MANTRAC NIGERIA LIMITED

Assistant Accountant

- Maintained accurate records of financial transactions and receipts.
- Assisted with accounts payable and ensured payments were processed when the accountant was unavailable.
- Assisted in preparing company financial statements and financial records.
- Organized and maintained accounting documentation.
- Supported the accountant with day-to-day financial and administrative activities.
- Ensured accuracy and proper documentation of financial transactions.

GUINNESS NIGERIA PLC

Brand Ambassador

- Promoted Guinness Nigeria brands and products to customers.
- Ensured products were available and properly displayed at assigned outlets.
- Built positive relationships with customers and outlet operators.
- Documented customer information and maintained accurate records.
- Distributed promotional incentives to customers.
- Supported brand visibility and promotional activities.
- Communicated product information effectively to customers.

EDUCATIONAL BACKGROUND

Federal Polytechnic, Nekede — Higher National Diploma (HND), Mass Communication | 2013 – 2015

Federal Polytechnic, Nekede — Ordinary National Diploma (OND), Mass Communication | 2010 – 2012

Community Secondary School, Etche-Eleme — West African Senior School Certificate (WAEC) | 2007 – 2009

Seas Shell Model School — First School Leaving Certificate | 1993 – 2002

PROFESSIONAL STRENGTHS

- Excellent verbal and written communication
- Strong interpersonal and customer service skills
- Responsible and dependable
- Strong attention to detail
- Ability to work effectively within a team
- Flexible and adaptable to changing work environments
- Strong determination and positive attitude
- Ability to manage multiple responsibilities
- Good organizational and supervisory abilities

INTERESTS

Reading • Meeting and interacting with people • Personal and professional development • Travelling • Sports

REFERENCES

Mr. Yemi Ojo — Sales Representative — +234-8030618316

Mr. Sunny Obia — Manager — +234-8035408383

Odinaka Nzeukwu — +27 83 955 0428

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