

EREGARE EJIRO JOHN

Operation & Administrative Manager / Team Leadership / Customer Experience

The Nired Apartments (Abiola Tolani Street, Ologolo, Lekki) • +234 808 828 0045 • eregareejiro7@gmail.com •

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PROFESSIONAL SUMMARY

Result-driven operations and people management with 6+ years of experience across hospitality, retail, customer service, sales, and administrative operations. Experienced in supervising teams, coordinating everyday operations, managing customer relationships, overseeing inventory and facilities, preparing reports, and driving service standards.

CORE SKILLS

- Team leadership and staff supervision
- Customer service and guest relations
- Facility and building maintenance coordination
- Staff meetings and performance coordination
- Conflict resolution and problem solving

WORK EXPERIENCE

Hotel Operations Manager.

Jan 2026 - Present

Esae Homes - The Private Apartment

- Lead daily operations at The Private Apartment, coordinating staff across all departments
- Supervised staff schedules, responsibilities, service standards, and daily performance to ensure smooth and consistent operations
- Oversee building maintenance, repairs, utilities, generator operations, and pool management, coordinating service providers when required
- Manage inventory, supplies, and operational records, ensuring availability of essential items and proper stock control.
- Handle guest relations, operational issues, and escalations while maintaining high standards of hospitality and customer satisfaction.
- Prepare operational reports, monitor recurring issues, and support management decision-making through accurate documentation and follow-up.

Assistant Manager.

2025

Mike Clover - Fashion Retail Brand Lagos

- Supported management of a fashion retail operation specializing in quality Italian wear
- Supervised staff, delegated daily responsibilities, and monitored service delivery and workplace standards
- Coordinated team meetings, communicated management directives, and prepared operational reports.
- Managed inventory activities, monitored stock movement, and provided accurate records and replenishment

Supervisor - Retail Sales & Consumer Finance.

2019-2023

Transnet Financial Nigeria Limited {Easybuy}

- Coordinated daily team activities, monitored sales and performance, and ensured staff followed customer service and operational procedures.
- Handled customer concerns and escalations, working with team members to resolve issues and maintained positive relationships

EDUCATION

BSc Tourism Studies | University of Calabar, Calabar, Nigeria 2018-2023

TRAINING & CERTIFICATIONS

Human Resource Management {HRM} - Chartered Institute of Human Resource Management, Lagos 2025

Virtual Assistant Training - Career Crafter Academy 2025

National Youth Service Corps (NYSC) - Kosofe Local Government, Lagos 2025