

ELABOR FELICITY OMOZUA

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PROFESSIONAL SUMMARY

Results-driven Customer Service & Hospitality Professional with over 6 years of hands-on experience leading front-line teams, managing guest relations, and delivering measurable service improvements across hotels, restaurants, and retail environments. Proven track record of boosting customer satisfaction scores, cutting service delays, and mentoring staff to exceed guest expectations consistently. Known for staying composed under pressure, resolving complaints with empathy and efficiency, and building loyal customer relationships that drive repeat business. Equally skilled in quality assurance environments where attention to detail and process compliance are non-negotiable.

CAREER HIGHLIGHTS

20% Customer Satisfaction Increase at New House Hotel through workflow redesign and staff training

98% Guest Satisfaction Rating maintained at Ibisun Hotel while managing over 20 daily guest interactions

90% First-Contact Resolution Rate on guest complaints, minimising escalations and protecting brand reputation

50% Growth in Online Customer Engagement via personalised virtual support at Felas Classic

CORE COMPETENCIES

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| • Customer Service & Complaint Resolution | • Process Improvement & Workflow Design |
| • Guest Relations & Hospitality Management | • Time Management & Multitasking |
| • Quality Assurance & Compliance Monitoring | • Sales Support & Client Engagement |
| • Process Improvement & Workflow Design | • CRM & Customer Record Management |
| • Team Leadership & Staff Training | • Time Management & Multitasking |

PROFESSIONAL EXPERIENCE

Supervisor

South Town Place, Lekki Phase I, Lagos

August 2025 – Present

- Oversee daily restaurant and bar floor operations, managing a team of service staff to deliver a consistently premium dining and guest experience.
- Coordinate shift schedules, staff briefings, and table management to maximise seating efficiency and minimise customer wait times during peak service periods.
- Handle guest complaints and service recovery on the spot, ensuring every customer leaves satisfied and willing to return.
- Monitor bar inventory stock levels, liaise with the kitchen team, and enforce food safety and hygiene standards throughout service.
- Train and mentor new team members on service standards, upselling techniques, and brand guidelines to drive consistency across the floor.

Supervisor

New House Hotel and Suites – Ikorodu, Lagos

September 2024 – July 2025

- Directed daily hotel operations across multiple departments, ensuring seamless service delivery and profitability.
- Grew customer satisfaction scores by 20% within 6 months by redesigning service workflows and delivering targeted staff training programmes.
- Achieved a 90% first-contact resolution rate on guest complaints by implementing a structured complaint-handling protocol.
- Recruited, onboarded, and performance-managed frontline staff, fostering a service-first team culture.

Customer Administrative Officer

Ibisun Hotel and Suites – Ikorodu, Lagos

January 2023 – August 2024

- Managed all front-desk operations for over 20 daily guests, streamlining check-in/check-out processes to reduce wait times and improve first impressions.
- Maintained a 98% guest satisfaction rating by proactively addressing complaints, anticipating needs, and personalising every interaction.
- Reduced cross-departmental service delays by 25% through improved coordination between front desk, housekeeping, and maintenance teams.
- Processed reservations, guest records, and billing documentation with precision, ensuring zero reconciliation errors during monthly audits.

Customer Service Representative

Felas Classic (Remote)

June 2019 – December 2022

- Managed end-to-end customer interactions such as orders, queries, complaints, and post-delivery follow-ups, maintaining a sub-4-hour average response time.
- Built and nurtured a portfolio of over 30 retail and wholesale clients, achieving high repeat purchase and loyalty rates.
- Grew online customer engagement by 50% through personalised virtual communication strategies and proactive support outreach.

Customer Service Intern

Guinness Nigeria Plc – Benin City

March 2019 – June 2019

- Managed incoming customer feedback, enquiries, and follow-ups via email and telephone, ensuring timely and professional resolution.
- Supported targeted promotional campaigns that contributed to a 25% market share increase in the assigned territory.
- Assisted the sales team with documentation, invoice processing, and logistics coordination to ensure smooth order fulfilment.

Service Personnel – Admin Support (NYSC)

October 2019 – October 2020

Ijebu-Igbo Local Government Secretariat – Ogun State

- Supported data entry, correspondence management, and administrative documentation for local government office functions.
- Coordinated public communication and outreach activities for community development initiatives.

EDUCATION

Bachelor of Science in Biochemistry
University of Benin, Edo State, Nigeria

October 2012 – August 2018

REFERENCES

Available upon request