

CONTACT

Lagos, Nigeria
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CORE SKILLS

CUSTOMER EXPERIENCE

- Customer Service & Support
- Customer Relationship Management
- Customer Retention
- Enquiry & Request Management
- Complaint & Issue Resolution
- Escalation Handling
- Customer Follow-Up
- Feedback Management

OPERATIONS & ADMINISTRATION

- Operations Coordination
- Process & Workflow Improvement
- Documentation & Record Keeping
- Scheduling & Coordination
- Team Coordination
- Problem Solving
- Administrative Support
- Cross-Functional Collaboration

BUSINESS & CLIENT SUPPORT

- Client Communication
- Account Support
- Sales Support
- Upselling
- Stakeholder Communication
- Relationship Building
- Service Recovery

DIGITAL & TECHNICAL SKILLS

Google Workspace · Microsoft Word ·
Microsoft PowerPoint · Canva · Notion ·
WhatsApp Business · Reservation & Booking
Software · Digital Communication Tools

EDUCATION

B.Sc. Marketing — In Progress
National Open University of Nigeria (NOUN)

OND, Business Administration — 2019
Yaba College of Technology, Lagos

**WAEC — West African Senior School
Certificate**
Royal Bells College

PROFESSIONAL TRAINING

- Handling Guest Compliments, Queries & Complaints
- Communication Skills & Office Etiquette
- Interpersonal Skills Development
- Restaurant Sales Techniques
- Food Service Control Systems
- Downtown Procedures Training

References available on request

ESE DIAMOND

CUSTOMER EXPERIENCE | CLIENT RELATIONS | OPERATIONS

PROFESSIONAL SUMMARY

Customer experience and operations professional with **6+ years of experience** working with customers, clients and teams. Skilled in handling enquiries, resolving issues, managing bookings, following up with clients and supporting daily operations. Experienced in managing **500+ customer bookings**, handling escalated complaints and coordinating different teams to resolve customer needs. A strong communicator who works well under pressure, stays organized and takes a practical approach to solving problems.

PROFESSIONAL EXPERIENCE

THE QUAYS LAGOS RESTAURANT & LOUNGE

Lagos | June 2023 – September 2026

CUSTOMER SERVICE & EVENTS SUPERVISOR

May 2025 – September 2026

Promoted from Hostess/Customer Service based on strong performance in customer experience, event coordination and team leadership.

- Managed daily customer interactions, enquiries, requests and escalations across the business.
- Managed **500+ customer bookings and reservations**, including changes, special requests, confirmations and follow-ups.
- Handled customer complaints and service issues, coordinating with relevant teams to find practical solutions.
- Acted as an escalation point for complex customer situations and worked directly with management when required.
- Maintained relationships with regular customers and supported repeat business through consistent communication and personalized service.
- Coordinated customer requirements across internal teams and external vendors.
- Supervised and supported **15–20 team members** during major events and high-volume operations.
- Coordinated **15+ events annually**, supporting client communication, planning, logistics and execution.
- Created checklists, workflows and planning templates to improve consistency and organization.
- Delivered customer-service training and supported team members with communication, complaint handling and service recovery.
- Worked directly with business ownership on customer escalations, operational challenges and service delivery.

HOSTESS / CUSTOMER SERVICE REPRESENTATIVE

June 2023 – April 2025

- Welcomed customers and managed the initial customer experience from arrival through service.
- Managed reservations, seating arrangements and customer requests during daily operations.
- Responded to customer enquiries and assisted with special requests and bookings.
- Monitored customer feedback and escalated service concerns to management.
- Supported the front-of-house team in maintaining service standards during busy periods.
- Built relationships with regular customers through attentive and personalized service.

COLOSSUS LAGOS HOTEL

Lagos | 2023

RESTAURANT SUPERVISOR — F&B

- Coordinated daily customer-facing operations and ensured enquiries and service requests were handled efficiently.
- Resolved customer concerns by communicating with customers and coordinating with relevant internal teams.
- Supported employee onboarding and training on communication, customer service and workplace procedures.
- Monitored customer feedback and raised recurring service issues with management.
- Coordinated team activities during high-volume periods to maintain efficient operations.
- Supported management with day-to-day operational issues and customer-related decisions.

CAVIAR HOMES

Lagos | 2021 – 2022

CUSTOMER SERVICE REPRESENTATIVE

- Managed customer enquiries and support requests across multiple communication channels.
- Maintained regular client communication and followed up on outstanding requests.
- Built positive client relationships through responsive communication and consistent support.
- Identified customer needs and helped resolve service-related issues.
- Supported customer retention and repeat business through follow-up and relationship management.
- Assisted with promotional communication and social media content to support customer engagement.

HOUSE CAFÉ LOUNGE & RESTAURANT

Lagos | 2019 – 2021

FLOOR CAPTAIN

- Managed customer-facing interactions and responded to customer requests during busy operating periods.
- Coordinated team members to ensure customer needs were attended to efficiently.
- Monitored customer feedback and communicated issues to management.
- Helped resolve service problems and maintain a consistent customer experience.
- Supported daily operations and team coordination.

SELECTED CAREER HIGHLIGHTS

- **500+ customer bookings** managed across reservation and booking platforms.
- **15+ events annually** coordinated across client communication, planning and execution.
- **15–20 team members** supervised and supported during high-volume operations.
- Regularly handled **customer escalations and complex complaints** requiring quick decisions and cross-team coordination.
- Created practical **workflows, checklists and processes** to improve consistency and organization.
- Supported **customer retention and repeat business** through relationship management and personalized follow-up.