



Esther Dermot Eja

Profile

Creative and customer-focused professional with experience in social media management, client relations, and administrative support. Skilled in handling customer inquiries, managing online engagement, creating content ideas, and maintaining positive client relationships. Strong communication and organizational skills with the ability to represent brands professionally and improve customer satisfaction.

Contact

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Address

12 Mustapha Adeleke
Street, Egbeda Lagos.

Education

2015

Christian Science College
National Examination Council

2023

University of Calabar
Zoology and Environmental
Biology

2024

**National Association of
Youth Service Corps**
Ibadan, Oyo State

Skills

- Customer Service & Client Relations
- Team Leadership & Supervision
- Social Media Management
- Front Desk Administration
- Restaurant and Bar Experience
- Negotiations

Language

English

Experience

2026

Fresh Tag Entertainment Creative & Hub - Lekki, Lagos

Social Media Assistant & Client Relations Officer

Managing social media platforms including Instagram and WhatsApp Business, while handling customer inquiries and maintaining professional communication with clients. Adept at scheduling bookings and appointments for studio sessions and events, managing front desk operations, conducting customer follow-ups, and building strong relationships with clients and business partners.

2025

The Bright Spot Restaurant – Ikoyi, Lagos

Floor Supervisor

Experienced Floor Supervisor with a strong ability to oversee daily restaurant operations while ensuring excellent customer service and guest satisfaction. Skilled in supervising staff, coordinating front desk and floor activities, handling customer complaints with prompt resolution, and maintaining high service standards and operational efficiency in a fast-paced environment.

2024

Dreams by DV8 Hotel - Surulere, Lagos

Lounge Supervisor and Customer Service Representative

Welcoming and assisting guests to ensure a comfortable and professional experience. Managed incoming calls, directed inquiries to the appropriate departments, maintained organized records and administrative files, and assisted with meeting and event preparations. Also ensured strict compliance with workplace health, safety, and hygiene standards while delivering excellent customer service in a fast-paced hospitality environment.

2022 - 2023

Native Restaurant- Victoria Island

Customer Service and Retail Sales Representative

Assisting customers, handling inquiries, promoting products, and maintaining positive client relationships. Adept at providing excellent customer support, managing sales transactions, resolving complaints professionally, and creating a welcoming environment that enhances customer satisfaction and drives sales growth. Strong communication, multitasking, and organizational skills with the ability to work effectively in fast-paced environments.