

FAVOUR VICTORIA ONORIODE

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PROFESSIONAL SUMMARY

Results-driven and highly organized Customer Service Representative and Shift Supervisor with over 4 years of experience in front-of-house management, shift leadership, client relations, and operational control in high-volume retail and food service environments. Proven track record of leading floor teams, maintaining exceptional service quality, resolving complex customer inquiries, and managing daily financial and inventory procedures. Currently pursuing a B.Sc. in Computer Science at National Open University of Nigeria, seeking to apply strong supervisory, communication, and problem-solving skills to enhance customer experience and operational efficiency.

CORE COMPETENCIES

- Shift Supervision & Operations Management
- Customer Service Excellence & Retention
- Team Leadership, Coaching & Training
- Floor Workflow & Order Optimization
- Complaint Resolution & Issue Escalation
- POS Terminal Operations & Cash Reconciliation
- Inventory Control & Loss Prevention
- Quality Assurance & Safety Compliance
- Front Desk & Administrative Operations
- Interpersonal & Multilingual Communication

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE / SHIFT SUPERVISOR — KRISPY KREME 2024 – 2026 | Lagos, Nigeria

- Supervised daily store shifts and frontline staff to ensure smooth store operations, product quality, and high customer satisfaction standards.
- Delivered personalized customer care, welcomed daily guests, and effectively resolved escalated customer inquiries and complaints.
- Managed floor workflow during peak business hours, optimizing order fulfillment speed and team coordination.
- Oversaw shift cash handling, daily POS register reconciliations, and inventory tracking to minimize operational discrepancies.
- Trained and mentored new team members on customer service standards, health and sanitation protocols, and menu knowledge.

CASHIER / FRONT DESK / TEAM LEAD — BURGER KING 2022 – 2024 | Lagos, Nigeria

- Led and coordinated front-of-house team operations during busy shifts, delegating tasks and maintaining line communication with kitchen staff.
- Processed customer payments with 100% accuracy using POS systems and executed end-of-shift register audits and reconciliations.
- Coached team members on customer engagement protocols, upselling strategies, and complaint resolution procedures.
- Maintained high standards of front-desk organization, cleanliness, and food safety compliance.

SALES REPRESENTATIVE / JEWELLERY RETAIL — SLAYBYEXCEL 2020 – 2022 | Lagos, Nigeria

- Delivered tailored product consultations to clients, assisting with preferences, pricing inquiries, and order selections.
- Managed product presentation, inventory organization, and customer follow-up to support repeat business and brand loyalty.

ENTREPRENEURIAL EXPERIENCE

FOUNDER / BRAND OPERATOR — SELECTIVE DESIRES (Luxury Jewellery & Wristwatch Brand)

- Manage online customer interactions, product presentations, order dispatching, and digital brand communications.

EDUCATION & CREDENTIALS

BACHELOR OF SCIENCE (B.SC.) COMPUTER SCIENCE — NATIONAL OPEN UNIVERSITY OF NIGERIA (NOUN) In Progress

SENIOR SCHOOL CERTIFICATE EXAMINATION (SSCE) — GOLDEN VALLEY COLLEGE, LAGOS, NIGERIA 2016 – 2019

REFERENCES

Available upon request.