

Peace Chika

Front Desk Officer

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Professional Summary

Professional, organised and customer-oriented Front Desk Officer with three years of front desk experience at Bookcraft, plus over three years as a book editor. Proven at welcoming visitors, routing calls and enquiries, keeping accurate office records and protecting confidential information. Reliable, well-presented and able to support HR and operations teams while keeping the reception area running smoothly.

Core Skills

- Front desk and reception coverage
- Visitor welcome, visitor records and front-office documentation
- Call, email and enquiry handling and routing
- Meeting and schedule coordination
- Confidentiality and discretion
- Professional communication and customer service
- Administrative support, filing and document management
- Attention to detail, problem-solving and responsiveness
- Zoho, Microsoft Office, Google Workspace

Professional Experience

Front Desk Officer, Bookcraft, Ibadan | 3 years

- Served as the first point of contact for the company: welcomed visitors, answered calls and directed enquiries to the right people.
- Supported day-to-day scheduling and office coordination in a busy publishing environment.
- Handled correspondence and kept office records, files and documents organised and easy to find.

- Maintained a professional, orderly front-office environment.

Book Editor, Bookcraft, Ibadan | Dec 2022 - Oct 2026

- Managed multiple manuscripts and publication deadlines at once while keeping accuracy high.
- Used Zoho to track performance and manage data.
- Handled unpublished material with discretion and confidentiality.
- Edited and proofread manuscripts for grammar, clarity and consistency, including Truth is Trouble and The Age of White Rulers.

Freelance Content Creator and Editor, Self-employed, Nigeria (remote) | Jan 2022 - Present

- Plan and deliver content and client editing projects on schedule, communicating professionally with clients.
- Work independently and reliably without supervision.

English Language Teacher, Pawa School, Port Harcourt | Sep 2018 - Aug 2019

- Taught English Language, communicating clearly and patiently with learners.

Education

- M.A.Ed., University of Ibadan | 2021 - 2023
- B.A.Ed. English Education, University of Ibadan
- National Youth Service Corps (NYSC), completed 2019