



GIFT MGBOLO OVUNDAH

Hospitality Manager | Hotel Operations | Guest Relations

No. 50 Dangbolu Street, Idiroko, Ikorodu, Lagos State, Nigeria
08169505674 • giftovundah9@gmail.com

PROFESSIONAL PROFILE

Dedicated and results-driven Hospitality Manager with over 10 years of experience in hospitality operations, guest relations, front office administration, and team leadership. Proven ability to manage hotel operations, supervise staff, resolve guest concerns, and deliver excellent customer service. Holds a Bachelor of Science (B.Sc.) in Computer Science and professional training in Programming and Hospitality Management.

CORE COMPETENCIES

- Hospitality Management
- Hotel Operations
- Front Office Administration
- Guest Relations & Customer Service
- Team Leadership & Supervision
- Problem Solving
- Computer Applications
- Programming Fundamentals
- Communication
- Time Management
- Teamwork & Collaboration

CERTIFICATIONS

Wave Crest College of Hospitality
Certificate in Hospitality Management
2022

Oath Commercial Computer Ventures
Certificate in Programming
2021

EDUCATION

National Open University of Nigeria (NOUN)
Bachelor of Science (B.Sc.) in Computer Science
2016 – 2020

CSS Nkpolu Oroworuko, Port Harcourt, Rivers State
Senior Secondary School Leaving Certificate
2005 – 2011

Army Children School, Oroworuko
Primary School Leaving Certificate
2000 – 2005

PROFESSIONAL EXPERIENCE

Laguna Beach Club & Apartment, Okun Ajah, Lagos Hospitality Manager • Oversaw daily hospitality operations and maintained high guest-service standards. • Coordinated staff activities, training, and performance management. • Handled guest complaints and ensured timely resolution. • Implemented operational procedures to improve service delivery.	2024 – 2026
Paradise Beach Resort, Ajah, Lagos General Supervisor • Supervised departmental activities and staff to ensure efficient operations. • Coordinated guest services and facility management. • Assisted management with operational planning and execution.	2023 – 2024
Paradise Beach Resort, Ajah, Lagos Receptionist • Welcomed guests, managed reservations, and handled enquiries. • Provided professional customer service and maintained guest records.	2022
Volantins Gold Hotel & Apartment, Magodo Estate, Lagos Receptionist • Managed front desk operations, check-ins and check-outs. • Handled guest requests, telephone enquiries, and customer support.	2020 – 2021

Three Arms Hotel, Osborne Estate, Ikoyi, Lagos Portal Officer • Monitored access control and guest entry. • Maintained visitor logs and access records. • Assisted guests and ensured compliance with hotel procedures.	2016 - 2020
Grand Suite Hotel Housekeeping Officer • Maintained cleanliness and hygiene standards in guest rooms and facilities. • Supported guest comfort and reported maintenance issues.	2013 - 2016

REFERENCES

Available upon request.