

IKWUE JOSEPH ITOLO

OPERATIONS & ADMINISTRATION PROFESSIONAL

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PROFESSIONAL SUMMARY

Results-driven operations and administration professional with over 14 years of progressive experience spanning education leadership, hospitality management, public-sector communication, and customer service. Proven ability to supervise teams, coordinate complex organizational activities, and maintain high service standards under pressure. Recognized for strong administrative judgment, dependable follow-through, and a consistent commitment to achieving institutional goals.

WORK EXPERIENCE

Manager / Supervisor — *Yijia Hotels, Jabi, Abuja*

Aug 2025 – Present

- Direct daily hotel operations across front-of-house and service departments, ensuring consistent adherence to quality and brand standards.
- Supervise and coordinate hotel staff activities, assigning responsibilities to maintain smooth, efficient operations.
- Resolve guest concerns promptly and professionally, safeguarding guest satisfaction and repeat patronage.
- Monitor service delivery and operational performance, identifying and implementing improvements where needed.

Head of Department – Humanities — *Crest International School*

Jan 2023 – Aug 2025

- Provided instructional leadership to a team of teachers, overseeing curriculum delivery and lesson planning across the Humanities department.
- Monitored and evaluated student academic performance and conduct, implementing measures to support improvement.
- Coordinated departmental activities and staff schedules, ensuring alignment with the school's academic calendar and standards.

Cashier / Receptionist — *Josto Integrated Investment*

Apr 2022 – Nov 2022

- Processed customer payments and transactions accurately, maintaining daily financial and reconciliation records.
- Served as first point of contact for guests, handling inquiries with professionalism and efficiency.

Senior Information Assistant — *Otukpo Local Government*

2011 – 2018

- Developed and disseminated public information materials in support of community awareness campaigns.
- Supported communication initiatives and public engagement programs on behalf of the local government.
- Assisted with a range of administrative functions, contributing to the smooth running of departmental operations.

Satellite Installation Technician — *Summit Telecom*

2009 – 2011

- Installed and configured satellite dishes and decoders for residential and commercial clients.
- Carried out routine maintenance and troubleshooting to resolve technical issues efficiently.
- Delivered responsive technical support, contributing to high levels of customer satisfaction.

EDUCATION

B.Sc. Political Science

2014 – 2018

IJMBE (Interim Joint Matriculation Board Examination)

2012 – 2013

CORE SKILLS

▪ Team Leadership & Supervision	▪ Customer Service & Communication
▪ Administrative & Organizational Coordination	▪ Operations Monitoring & Quality Control
▪ Conflict Resolution & Guest Relations	▪ Microsoft Word & Computer Proficiency