

OKAFOR JERRY MODESTUS

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📍 30 Obalende Road, Ikoyi, Lagos

SUMMARY

I am a dedicated professional with extensive experience in management roles within the hospitality and service industries. My career reflects a commitment to fostering exceptional customer experiences and operational excellence. I am skilled in team leadership, problem-solving, and efficient administration, which supports my goal of driving organizational success through effective collaboration and attention to detail.

EXPERIENCE

Truck Manager 08/2023 – 06/2026

Alza Dredging and Haulage Ikorodu, Lagos

- Overseeing day-to-day operations and managing staff
- Ensuring customer satisfaction and handling complaints
- Maintaining inventory and managing budgets

Team Lead 07/2021 – 06/2023

Film house Cinema Lekki, Lagos

- Administered daily operations and handled customer service
- Maintained staff records and prepared reports
- Implemented company policies and procedures

Outlet Manager 02/2018 – 04/2021

Tetrazinni Fast Foods PLC Ikorodu, Lagos

- Managed the outlet's daily operations
- Trained and supervised staff to deliver excellent customer service
- Handled inventory management and financial transactions

Supervisor 09/2015 – 12/2016

Genesis Deluxe Cinemas

The Palms Shopping Mall, Lekki

Cinema chain known for its premium movie experience.

- Supervised operations and ensured service excellence
- Trained new staff in hospitality standards
- Managed customer interactions and feedback

EDUCATION

Bachelor of Science (B.Sc. Hons) 09/2009 – 07/2015
in Medical Laboratory Science

Imo State University, Owerri, Imo State

Senior Secondary Certification Examination 01/2000 – 12/2006
(S.S.C.E)

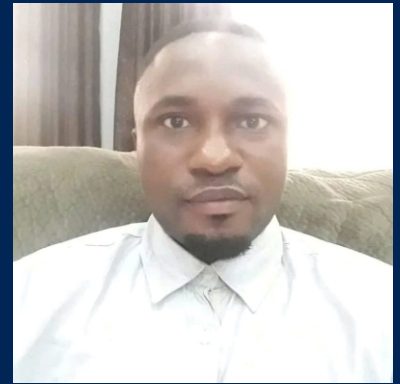
Ebenator Ekwe Secondary School, Imo State

First School Leaving Certification 01/1996 – 12/2000
(F.S.L.C)

St. Georges Boys Primary School, Lagos State

LANGUAGES

English — Native



KEY ACHIEVEMENTS

Customer Satisfaction Boost

Increased customer satisfaction score by 20% within 12 months through service improvements.

Cost Optimization Achieved

Reduced operational costs by 15% by optimizing inventory and supplier processes.

Staff Training Excellence

Trained over 10 staff in hospitality standards, enhancing service consistency and quality.

Operational Efficiency Increase

Managed daily operations resulting in a 25% increase in operational efficiency.

SKILLS

Gmail - Diplomatic - PLC - EMR

INTERESTS

I'm Growth Oriented

Passion to Learn and Expand My Knowledge