



JOSEPH NCHETACHUKWU

Customer Service

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 2nd Avenue, Gwarimpa, Abuja

EDUCATION

ART
EVANGEL SCHOOL
2018 - 2019

SCIENCE
Federal Government College
2015 - 2018

SKILLS

1 - Excellent communication skills.

2 - Customer Relationship
Manager.

3 - Problem solving and conflict
resolution.

4 - Time Management and
organization

LANGUAGE

English

Igbo

About Me

Results-driven Customer Engagement professional with proven expertise in relationship management, customer experience, and service delivery. Passionate about creating meaningful customer interactions, resolving challenges efficiently, and enhancing brand loyalty through exceptional communication and engagement.

WORK EXPERIENCE

Nov 2023 - Till date

The Dome Entertainment

F&B Head Supervisor & Guest Relation Officer

- Supervised daily F&B operations and ensured exceptional guest service.
- Resolved guest concerns while maintaining high customer satisfaction.
- Led service teams to deliver efficient operations and outstanding guest experiences.

Feb 2022 - Sept 2023

De Santos Hotel

Customer service

- Provided exceptional customer service by responding to inquiries, resolving complaints, and ensuring customer satisfaction.
- Built strong customer relationships by handling service requests, providing accurate information, and delivering a positive customer experience.

Dec 2020 - Dec 2021

LOUNGE 360 AWKA

Front Desk

- Provide accurate information about the organization's products, services and promotion.

REFERENCES

Margaret Monday

General manager

Phone: +2347032727793

Oluchi Nwugha

HR Manager

Phone: +2348063562574