

OKOYE LILIAN NNEKA

Lagos, Nigeria | 08037993004 | lilian.okoye2016@gmail.com

PROFESSIONAL SUMMARY

Administrative and front-office professional with experience across hospitality, customer service, guest relations, reservations, record keeping and payment processing. Skilled in welcoming and assisting customers, responding to enquiries, supporting routine clerical tasks and maintaining service standards. Computer literate, adaptable and able to work independently or as part of a team. Seeking to contribute these transferable skills in an administrative, office support, executive support, front desk or customer service role.

CORE SKILLS

- Front office and reception operations
- Handling enquiries and customer concerns
- Administrative and clerical support
- Payment processing and cash register balancing
- Email communication and internet research
- Customer service and guest relations
- Reservation coordination and guest check-in/check-out
- Record keeping and file updates
- Microsoft Word, Microsoft Outlook and Google Workspace
- Adaptability, teamwork and attention to service

PROFESSIONAL EXPERIENCE

OPULENT OASIS HOMES AND APARTMENTS, Lekki, Lagos | 2026–Present

Front Office Personnel

- Welcome guests and support a professional front-office experience.
- Coordinate guest check-in and check-out and assign rooms.
- Manage reservations and respond to guest requests.
- Process payments and balance cash registers.

BLU ATLANTIC HOTEL, Lekki, Lagos | 2023–2024

Cashier

- Greet customers and support a courteous customer experience.
- Process payments and issue receipts, refunds and discounts in line with assigned duties.
- Handle customer grievances and direct concerns appropriately.
- Balance cash registers and support accurate transaction records.

VANESSA PARIS HOTEL, Owerri | 2020–2022

Front Office Personnel

- Welcome guests and assign rooms.
- Respond to guest needs with a focus on satisfaction.
- Maintain updated records and files.

ADIG SUITES | 2018–2019

Front Office Personnel

- Welcome guests, assist with check-in and accommodate guest requests.
- Support reservation management and routine administrative clerical tasks.
- Respond to enquiries about the company and its services.

EDUCATION AND CERTIFICATIONS

Higher National Diploma (HND), Industrial Design — Institute of Management and Technology (IMT), Enugu (2018–2020)

Ordinary National Diploma (OND), Fine and Applied Arts — Federal Polytechnic Oko, Anambra State (2015–2017)

National Youth Service Corps (NYSC) Certificate — National Youth Service Corps (2022–2023)

West African Senior School Certificate (WAEC) — Loretto Secondary School, Anambra State (2008–2015)

ADDITIONAL INFORMATION

References available on request.