

No. 8 Dekekuku, Iyanera, Lagos
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IBEZIM MERCY EZINNE

Professional A highly motivated and creative individual with experience. Summary In customer service, business management and diplomacy, seeking national and foreign platform with a progressive culture I can add value and promote the organization and personal growth.

Experience **FRONT DESK MANAGER: , LIVINGSTONE LUXURY APARTMENTS AGO PALACE WAY, LAGOS.** 2024 - 2026

- Staff Management: Scheduling, and supervising front desk agents and reception staff.
- Guest Services: Welcoming guests, resolving complaints, and ensuring an exceptional experience.
- Operations Oversight: Managing daily operations, including room assignments, check-ins, and check-outs.
- Administrative Duties: Preparing reports (occupancy, financial), managing budgets, and maintaining inventory.
- Communication: Acting as a liaison between guests, staff, and other departments (e.g., housekeeping, maintenance).

RECEPTIONIST; TIMEOAK HOTEL, LEKKI PHASE LAGOS 2023

- handled sensitive and private data regularly
- kept all official records and managed customers' files.
- manage the database of the company.
- answer professional and personal calls with regards to booking.
- acted as liaison between customers and company executives.
- responded to customers inquiries and complaints via phone calls and messages.
- Provide administrative support via phone or email.

RECEPTIONIST; SEMPER DIAMOND HOTEL, LAGOS – June 2022

- handled sensitive and private data regularly
- kept all official records and managed customers' files.
- manage the database of the company.
- greet visitors, answer phone calls, and run errands while maintaining professional composure throughout interactions with customers or potential client.
- responded to customers inquiries and complaints via phone calls and messages.

- Provide administrative support via phone or email.

WAITRESS/RECEPTIONIST FAMOSS HOTEL, LAGOS June 2020 - June 2022

- Greeted customers and offered them assistance where possible
- Acknowledge customers' issues and assisted them quickly and efficiently.
- Fulfilled administrative duties, which include completing paper work, filling and retrieving folders and setting appointments
- Evaluate customers' needs and provided service options to meet their requirements
- Effectively communicated with other employees and upper management to ensure complete care of customers.
- Maintain the confidentiality of customers' records.

EXECUTIVE SECRETARY; LOOK TECH COMMUNICATIONS (LUTH), LAGOS

July 2016 - April 2019

- Handled sensitive and private data regularly.
- Kept all official records and managed clients' files
- Managed the database of the company.
- Planned and managed budgets.
- greet visitors, answer phone calls, and run errands while maintaining professional composure throughout interactions with customers or potential client.
- Responded to client inquiries and complaints
- Assisted other administrative workers
- Kept office and reception area neat and clean

EDUCATION
AND
CERTIFICATION

CABIN CREW LICENSE (NCAA)

December 2021

Universal School Of Aviation, Lagos State.

WEST AFRICA SENIOR SCHOOL CERTIFICATE

EXAMINATION (WASSCE) June 2016

Philbeth Private Schools, Badagry, Lagos State.

SKILLS	• Customers' service. • Critical thinking • Time management • Team work • Multitasking abilities • Excellent communication abilities • Good interpersonal relationship • Word processing proficiency
INTERESTS	Writing, Reading, Travelling, Research And Fact-Finding.
REFERENCES	Available On Request
