

ADEKUNLE ADEDAYO FERANMI

28, Nape street, Road 20, Okegun Eleku, Ibeju Lekki, Lagos state Nigeria

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PERSONAL INFORMATION:

Gender: Male
Marital Status: Single
Nationality: Nigerian
Religion: Christianity
D.O.B: 9th March, 1996
State Of Origin: Ondo

PROFILE:

A goal oriented and result driven professional, certified customer relationship manager. Customer-focused professional with over 8 years of experience in customer service, front-desk operations, and sales. Proven ability to manage client inquiries, resolve complaints, and drive customer satisfaction. Strong communication, organizational, and interpersonal skills with proficiency in office tools and other related materials and equipment management. Seeking to leverage expertise in a dynamic customer Relations/Receptionist/Sales Representative role.

EDUCATION:

Don Bosco Institute of Technology, Ondo
Mechanical Engineering.

Jubilee Grammar School, Ondo
Senior secondary School Certificate

St. Stephen Anglican Primary School
First School Leaving Certificate

SKILLS:

Technical Skills:

- ✓ Customer Service & Relationship Management
- ✓ Front Desk Operations & Reception Duties
- ✓ Professional Chef
- ✓ Sales & Upselling Techniques
- ✓ Conflict Resolution & Problem-Solving
- ✓ Cash Handling & POS Systems
- ✓ Inventory and Stock Taking

Soft Skills: Problem Solving, Leadership, Cooking, Time management, Interpersonal skills, Communication, Critical thinking

WORK EXPERIENCE:

VICI (Subsidiary of Pistachio) V.I, Lagos State.

Position: CDP (Chef De Partie)

2025-2026

- ✓ Overseeing daily operation of assign section (pasta section) and ensure timely service and delivery.
- ✓ Preparing and cooking dishes according to menu specification and recipes.
- ✓ Checking quality, portion size and preservation of all dishes before service.
- ✓ Supervise and train demi chef/commis in the section.
- ✓ Minimize waste, control portioning and help with food cost management.
- ✓ Plan prep list, manage mise en place and ensure section is ready before service.
- ✓ Enforce food hygiene, cleanliness and health safety regulations in the section.
- ✓ Maintain stock rotation FIFO, check deliveries and report to head chef.

Position: Demi Chef

- ✓ Assist in preparing Nigerian + continental dishes to high standard and consistent quality.
- ✓ Ensure all ingredient, stock and garnishes are prep ahead of service.
- ✓ Maintain HACCP standard, proper food storage and cleanliness of work stations at all times.
- ✓ Monitor stock levels and report shortages/waste to the CDP.
- ✓ Support other kitchen staffs during service period.

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Position: Chef

2025

- ✓ Creating, Testing and updating menus, often aligning seasonal ingredients and dietary trends.
- ✓ Managing the culinary team/kitchen staffs which includes hiring, training and scheduling Staffs.
- ✓ Ordering supplies, managing inventory, and maintaining relationship whit vendors.
- ✓ Ensuring food quality presentation, and consistency while strictly enforcing Health, Safety, and Sanitation regulations.
- ✓ Controlling food and Labour cost to meet financial goals set by the management.
- ✓ Cooking, Seasoning and preparing food especially during high pressure service hours.
- ✓ Maintaining Accurate records for inventory, invoices and waste management.
- ✓ In-depth Knowledge of cooking techniques, flavour combinations and food safety

Belle Wise Enterprise, Lagos State.

Position: Assistant Manager/Chef
2024

2021 –

- ✓ Provided front-desk hospitality for 100+ daily guests, handling check-ins/outs, reservations, kitchen utensils and food taste. With a 95% satisfaction rate.
- ✓ Managed multi-line phone system, directing calls to departments (housekeeping, concierge) and resolving staffs and customers conflicts.
- ✓ Promoted restaurant amenities to guests, increasing up-sell revenue by 15%

Powermech limited (Dangote Petrochemical and Petroleum Refinery).

Position: Scaffolder (Team-leader)

2019 –

2021

- ✓ Supervised and ensures the teams coordination.
- ✓ Ensure provision of training and guidance to scaffolders on safe works practices.
- ✓ Ensuring adequate man power and resources are available for scaffolding operations.
- ✓ Fostering a culture of safety and teamwork.
- ✓ Reviewing and approving scaffolds design and calculations.

God's Time Bakery, Ibeju Agbe, Ibeju Lekki LGA, Lagos state.

Position: Supervisor (Supply and Sales)

2017-

2019

- ✓ Boosted sales by 15% through personalized customer consultations and up-selling nourishing flour produce i.e bread, pastries, cakes e.t.c.
- ✓ Managed a well conducive enabling environment through a daily thorough and diligent supervision for healthy production of flour and company produce.
- ✓ Promote/encourage workers in producing a well preserve and a well nourishing produce/product

HOBBIES:

Cooking, Travelling, Reading

REFEREES:

Available on Request