

NWABUNWANNE MARYANN IFESINACHI

Front Desk Officer | Customer Service Professional | Customer Support

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Address: Ikotun Road, Lagos State, Nigeria

PROFESSIONAL SUMMARY

Highly motivated and adaptable professional with a strong work ethic and excellent communication skills. Quick to learn new tasks and technologies, committed to delivering quality results, and able to thrive in fast-paced environments. Demonstrates reliability, teamwork, and a positive attitude in every role.

CORE COMPETENCIES

- Data Entry & Document Processing
 - Customer Service & Support
 - Inbound & Outbound Communication
 - Sales & Lead Conversion
 - Problem Solving & Complaint Resolution
 - Front Desk Operations & Guest Relations
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EDUCATION

Bachelor of Science in Education, Political Science (Second Class Lower)

University of Calabar, Cross River State | 2023

Senior School Certificate Examination

Vineli Secondary School, Ijegan, Lagos State | 2015

PROFESSIONAL EXPERIENCE

Front Desk Officer

New Iceland Beach Resort, Ajah, Lagos | 2025 - 2026

- Serve as the first point of contact for guests, ensuring a warm welcome and professional check-in/check-out process.
- Handle guest inquiries, reservations, and complaints promptly to ensure high customer satisfaction.
- Manage booking records and maintain accurate guest information.
- Coordinate with housekeeping and other departments to ensure smooth daily operations.
- Process payments and maintain proper documentation of transactions.

Customer Service Representative / Sales Closer

TRIONLIFE LIMITED, Egbeda, Lagos State | 2025

- Managed end-to-end customer interactions, from initial inquiry and product education to closing sales and providing post-purchase support.
- Proactively identified customer needs through consultative questioning to recommend optimal products and solutions.
- Resolved complex customer issues and complaints with empathy and efficiency.
- Converted leads into sales using effective persuasion and objection-handling techniques.
- Maintained accurate customer records and transaction details.

- Followed up with customers after purchase to ensure satisfaction and repeat business.

Government Teacher (NYSC)

Oduga Secondary School, Ushie, Delta State | 2024 – 2025

- Developed and delivered engaging lesson plans on government and current events.
- Assessed student understanding through assignments, projects, and examinations.
- Organized and led a student debate club, enhancing students' public speaking and analytical skills.

SIM Registration Outlet Agent / Momo Canvasser Agent

MTN Telecommunications, Anambra State | 2020 – 2022

- Verified customer identities and documentation in compliance with telecom regulations.
- Accurately processed new SIM card registrations and maintained confidential records.
- Educated customers on available mobile plans and services.
- Successfully registered over 100 SIM cards monthly with zero compliance errors.

Receptionist

Sky Gold Hotel & Suite | 2019

- Served as the first point of contact for visitors, answering inquiries and directing calls professionally.
- Maintained organization of the front desk and waiting area.
- Handled administrative tasks such as filing, data entry, and mail distribution.
- Promoted hotel amenities and assisted with guest requests.

CERTIFICATION

National Youth Service Corps (NYSC) Discharge Certificate | 2025

Teachers Registration Council of Nigeria (TRCN) | 2023

SKILLS

- Microsoft Office Suite (Word, Excel)
 - Google Workspace (Docs, Sheets, Gmail)
 - Report Writing
 - Team Collaboration
 - Public Speaking
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HOBBIES & INTERESTS

Reading | Researching | Cooking

LANGUAGES

English: Fluent | Igbo: Native | Yoruba: Basic

REFERENCES

Available on Request