

Rachel Utondu Nguavese

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Professional Summary

Customer-focused and highly organised professional with a B.Sc. in Mass Communication and experience spanning hotel front desk operations, virtual customer service, communication and programme administration. Skilled in guest relations, professional communication, customer enquiries, complaint resolution, administrative support and maintaining positive client relationships.

With a background in public relations and people management, I understand the importance of creating welcoming experiences, maintaining professional standards and representing an organisation positively. I am adaptable, attentive to detail, confident in communicating with diverse individuals and capable of working independently or as part of a team. I am seeking an opportunity to contribute to the smooth operations, customer satisfaction and professional reputation of a reputable hotel.

Work Experience

Programs Assistant , PRTV

2022:2023

Jos plateau state

- Assisted with programme coordination, scheduling and day-to-day administrative activities.
- Supported communication and information flow between relevant team members to facilitate smooth programme operations.
- Assisted with preparing, organising and maintaining programme-related documents and records.
- Supported planning activities and ensured assigned tasks were completed within expected timelines.
- Communicated professionally with colleagues and relevant contacts to support effective coordination.
- Demonstrated organisation, attention to detail, adaptability and the ability to work within a team environment.

FRONT DESK OFFICER

2024-2025

Taal Conference Hotel, Lafia, Nasarawa State

- Welcomed guests professionally and created a positive first impression of the hotel.
- Attended to guest enquiries, provided relevant information and directed guests to the appropriate departments.
- Supported check-in and check-out procedures in accordance with hotel practices.
- Responded to telephone calls and communicated guest requests to relevant staff members.
- Assisted with reservations, booking enquiries and guest-related administrative records.
- Handled guest concerns courteously and supported timely resolution of service issues.
- Maintained accurate records and supported the organization of front desk activities.
- Coordinated with other departments to communicate guest needs and promote efficient service delivery.
- Maintained a professional, welcoming and customer-focused reception environment.

VIRTUAL CUSTOMER CARE ASSISTANT

2024-march 2026

Ideal Fashion Management, Abuja, Nigeria

- Responded professionally to customer enquiries through available digital communication channels.
- Provided information about services, products and customer requests in a clear and helpful manner.
- Assisted with resolving customer concerns and directing issues to the appropriate channels when necessary.
- Maintained professional communication and positive customer relationships.
- Supported customer follow-ups and helped ensure enquiries received timely attention.

- Managed customer interactions remotely while maintaining organisation, responsiveness and professionalism.
- Used written communication and problem-solving skills to support customer satisfaction and the company's reputation.

Education

BSc in Mass Communication

2021

Nasarawa state university Keffi

- RELEVANT COURSEWORK AND PROFESSIONAL KNOWLEDGE IN
- Public Relations
- Relevant knowledge and skills include:
- Professional and corporate communication
- Customer relations and reputation management
- Effective written and verbal communication
- Interpersonal relations and conflict management
- Audience engagement and relationship building
- Professional conduct and organisational representation.

References

Available upon request.

Skills

- Front Desk and Reception Operations
- Guest Relations and Customer Service
- Customer Enquiries and Complaint Resolution
- Telephone and Email Communication
- Customer Relationship Management
- Public Relations and Professional Communication
- Administrative and Records Management
- Appointment and Schedule Coordination
- People Management and Interpersonal Relations
- Report Writing and Documentation
- Problem-Solving and Conflict Management
- Teamwork and Cross-Departmental Collaboration
- Organization, Multitasking and Attention to Detail
- Professional Telephone Etiquette
- Microsoft Office and Digital Communication Tools