

HOPE IBOR

CLIENTCARE COORDINATOR/FRONT DESK

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SUMMARY

As a dedicated and passionate professional with extensive experience in client care coordination and front desk operations, I am eager to bring my skill to your esteemed team. My commitment to providing exceptional service and fostering positive client relationships aligns perfectly with your organization's valued and cared for, ensuring their needs are met with efficiency and warmth.

EXERIENCE

March 2023 - April 2025

Prompt Home Healthcare, Abuja

Client care coordinator

- Achieved client satisfaction through proactive communication.
- Facilitated regular check-ins, fostering long-term client relationships.
- Developed training materials, enhancing team efficiency
- Coordinated cross-functionals teams resolve client issues
- Implemented feedback systems, increasing client engagement
- Managed client accounts, ensuring personalized service and retention

January 2021-Febuary 2023

Roses Regency Hotel, Abuja

EDUCATION

2013-2017

Bachelor of political
science

National open university

SKILLS

- COMMUNICATION
- PLANNING AND ORGAISATION
- ATTENTION TO DETAILS
- TEAMWORK
- PROBLEM SOLVING
- SELF MANAGEMENT
- ACTIVE LISTENING

Front Desk Officer

- Managed front desk operations, increasing efficiency by streamlining processes
- Coordinated bookings and reservations, maximizing occupancy rates
- Delivered exceptional customer service, boosting satisfaction
- Collaborated with departments, fostering teamwork and enhancing service delivery
- Maintained accurate records, ensuring personalized service and retention

November 2019-December 2020
Disney Hotel Abuja

REFERENCES

Available on Request