

ELAIGWU OLEOHI GOODNESS

No 2, Wilmot Point Road, Off Ahmadu Bello Way, Victoria Island, Lagos State
+2348134944218 | elaigwugoodnesso@gmail.com

OBJECTIVE

Seeking a challenging and innovative position in a firm that will maximize the opportunities for me to implement my skill set and knowledge as well as use my capabilities in the best way possible so that I can enrich my skills and aid in the development of the firm I work with.

EXPERIENCE

FILMHOUSE CINEMA, LAGOS STATE

2023-2026

Customer Service Team Lead/Stock Controller

- Ensured all stock items were correctly tagged, barcoded and placed in their designated area.
- Ensured FIFO (first in, first out) method is strictly followed to minimize waste and spoilage.
- Supervised daily front-of-house operations, ensuring excellent customer experience across ticketing, concessions, and cinema hall services.
- Led, trained, and motivated a team of customer service staff to meet performance targets and uphold service standards.
- Handled customer inquiries, complaints, and escalations promptly and professionally to maintain high customer satisfaction.
- Prepared and Monitored staff schedules, attendance, and performance to ensure operational efficiency.
- Ensured a safe, welcoming, and enjoyable environment for all guests.
- Prepared and submitted reports on sales and operational performance.

POISE HOMES NIGERIA LIMITED REAL ESTATE, LAGOS STATE

2022–2023

Field Executive Officer

- Conducted property inspections, site visits, and evaluations to ensure compliance with company standards.
- Assisted prospective clients with property viewings, provided detailed information, and addressed inquiries.
- Supported the sales team in client acquisition, lead follow-up, and closing property transactions.
- Maintained strong relationships with clients, landlords, and agents to enhance business opportunities.
- Coordinated field activities, documentation, and reports for management review.
- Promoted company properties through on-site engagement, community outreach, and client presentations.
- Ensured adherence to regulatory requirements, safety standards, and organizational policies.

THE PLACE RESTAURANT, LAGOS STATE

2021-2022

Cashier/Customer Service

- Processed customer transactions accurately using POS systems (cash, card, and digital payments).
- Provided friendly and efficient customer service, assisting guests with orders and inquiries.
- Handled cash reconciliation, balanced daily sales, and prepared end-of-shift reports.
- Maintained a clean, organized, and welcoming checkout area.
- Addressed customer concerns and escalated issues to management when necessary.
- Supported restaurant operations by coordinating with kitchen and service staff.
- Promoted menu items and special offers to enhance customer experience and sales.

THE GRID RESTAURANT, BAR AND WINERY, LAGOS STATE**2019-2022****Bartender**

- Prepared and served alcoholic and non-alcoholic beverages in line with standard recipes and customer requests.
- Provided excellent customer service by engaging with guests, taking orders, and making recommendations.
- Maintained cleanliness and organization of the bar area, glassware, and equipment.
- Monitored customer behavior to ensure responsible alcohol service and compliance with safety regulations.
- Managed bar stock levels, restocked supplies, and assisted with inventory control.
- Collaborated with restaurant staff to deliver seamless service during peak hours and special events.
- Handled cash and POS transactions accurately while balancing daily bar sales.

VITAL PRODUCTS PLC, LAGOS STATE**2019****Office Assistant (Microsoft Dynamics NAV)**

- Assisted with daily office operations, including documentation, filing, and record management.
- Utilized Microsoft Dynamics NAV to support data entry, inventory tracking, and administrative tasks.
- Prepared and updated reports for management using ERP system tools.
- Coordinated communication between departments to ensure smooth work.
- Provided clerical support such as photocopying, scanning, and handling correspondence.
- Monitored office supplies and assisted with procurement processes.
- Supported team members with scheduling, logistics, other operational activities.

12BASKETS FOODS, LAGOS STATE**2018-2019****Customer Service**

- Attended customer inquiries, provided product information, and ensured a positive customer experience.
- Processed customer orders, returns, and exchanges accurately and efficiently.
- Assisted in resolving complaints.
- Maintained records of customer interactions and transactions for reporting purposes.
- Collaborated with sales and operations teams to ensure the timely delivery of customer orders.
- Promoted company products and services to enhance customer satisfaction and loyalty.
- Supported daily front-office operations, ensuring a clean and welcoming environment.

JUMIA NIGERIA, LAGOS STATE**2017-2018****Network Intern**

- Assisted the IT team in troubleshooting and resolving network connectivity issues.
- Supported the configuration and maintenance of routers, switches, and other networking devices.
- Monitored system performance, ensuring smooth operation of internal networks.
- Provided technical support to staff on hardware, software, and network related challenges.
- Documented IT processes, incidents, and resolutions for future reference.
- Assisted in the deployment and testing of new systems and applications.
- Ensured compliance with company policies and security standards.

SPAR SUPERMARKET, LAGOS STATE**Nov 2017****Sales Attendant**

- Assisted customers in locating products and provided information on pricing, promotions, and availability.
- Ensured shelves were properly stocked, organized, and visually appealing.
- Handled customer purchases and transactions at the sales counter when required.
- Monitored inventory levels and reported low-stock items to supervisors.
- Maintained cleanliness and orderliness in assigned sections of the store.
- Provided friendly and professional customer service to enhance shopping experience.
- Supported team members in meeting daily sales and service targets.

FANNTAZIA FAST FOOD AND BAKERY, DELTA STATE**2012-2015****Assistant Supervisor**

- Assisted the supervisor in overseeing daily restaurant and bakery operations.
- Supervised frontline staff to ensure excellent customer service and adherence to company standards.
- Monitored food preparation, hygiene, and safety practices in compliance with regulations.
- Coordinated and prepared staff schedules, delegated tasks, and ensured efficient workflow.
- Handled customer inquiries, complaints, and feedback to maintain satisfaction.
- Assisted with inventory management, ordering supplies, and monitoring stock levels.
- Prepared daily operational reports and supported management in decision-making.
- Ensured cleanliness and orderliness of the restaurant and bakery premises.

EDUCATION**Federal College of Fisheries and Marine Technology, Lagos State.****2022**

- Maritime Transport and Business Management (Higher National Diploma)

Federal College of Fisheries and Marine Technology, Lagos State.**2017**

- Maritime Transport and Business Studies (National Diploma)

SKILLS

- Microsoft Office: A word processor (Word), as spreadsheet (Excel)
- Microsoft dynamics (NAV)
- Excellent communication skills (Verbal and Written)
- Creative thinking skills
- Leadership and team management
- Problem solving skills.
- Customer Relationship Management
- Organization and time management
- Interpersonal and rapport building
- Experienced in using the following software: Rosetta, Cinesync, Oddo

ACTIVITIES

- Reading
- Swimming
- Table Tennis

REFERENCES

Excellent Referees are available on Request

