

Osagie Ebegbemien Omolola

Customer Service Officer/A Mass Communicator

Mobile: +234-8134544177 E-mail: omololaosagie@gmail.com

Address: Ajadi Powerline, Ologun Eru, Ibadan, Oyo state



Profile Synopsis

Results-oriented Customer Service Officer with years of experience in enhancing customer service in the Hospitality industry with greater potential in other various industries, seeking to take next career step with a respected organization dedicated to delivering world class services and ultimately meeting customer satisfaction

Key Qualification

Higher National Diploma (HND) MoshoodAbiola Polytechnic, Abeokuta, Ogun State	2014
Ordinary National Diploma (OND) MoshoodAbiola Polytechnic Abeokuta, Ogun State	2010

Career Snapshot

Receptionist (Front Office) Valley Front View Hotel, Ikeja, LAGOS STATE.	June 2018 – Oct. 2020
Front Office Secretary (Customer Services & Admin.) CDK Integrated Industries Limited, Sagamu, OGUN STATE.	July 2016 – June 2018
NYSC Corper (Youth Service) Government Senior Secondary School, Keffi, NASARAWA STATE.	Nov.2014 – Oct. 2015
Receptionist (Welcome & Greet) Green Legacy Resort (Olusegun Obasanjo Presidential Library), Abeokuta, OGUN	May 2014 – June 2014
Waitress (Hotel & Resorts) Richton Hotel and Suites, Abeokuta, OGUN STATE	Jan. 2012 – April 2014

Proven Job Roles

Receptionist (Welcome & Greet)

- Answer, screen and forward incoming phone calls as well as greet and welcome guests as soon as they arrive at the office
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Keep updated records of office expenses and costs

Front Office Secretary (Customer Services & Admin.)

- Maintain agency appointments; perform reminder calls, schedule appointments, maintain schedule logs, greet visitors upon arrival and notify the appropriate staff.
- Maintain the lobby and reception area in order to present a clutter-free environment to the public.
- Demonstrate a high degree of skill in communication and positive interaction with all CDK employees, prospective employees, external agencies/companies and the stakeholders at large.

- Answer all incoming telephone calls; ensure the callers' needs are being met.
- Perform all other duties assigned by the supervisor.

Waitress (Hotel & Resorts)

- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Up-sell additional products when appropriate
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Provide excellent customer service to guests
- Present menu and provide detailed information when asked as well as prepare tables by setting up linens, silverware and glasses

Other Educational Attainment

Chartered Institute of Personnel Management of Nigeria (CIPM)

CIPM Avenue, Alausa, Ikeja, Lagos, Nigeria

In View

Volunteer Programme (Supporting Rural Communities)

VSO/NYSC Corps, Keffi, Nasarawa State, Nigeria

2015

Personal Details

Language: English & Yoruba **Hobbies:** Meeting People, Reading, Cooking and Swimming

MS Office Suite Applications: Word, Excel, PowerPoint etc., E-mail & Internet Applications