
PETER JOHN EDAGWHARE

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PROFESSIONAL SUMMARY

Seasoned professional with focus on management and leadership, bring to role significant experience in staff training and development, streamlining processes and fostering positive work environments. I have skills in problem-solving, team motivation and strategic planning, proficient in Microsoft Office Suite, CRM software, and strong IT skills.

SKILLS

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| • Analytical-thinking | • CRM Software proficiency |
| • Marketing strategies | • Effective delegation |
| • Strategic planning | • Communication proficiency |
| • Microsoft Office Suite | • Business acumen |

WORK EXPERIENCES

Restaurant Manager, May 2023 – December, 2024
Chicken Republic (Food Concepts Plc.) – Lafia, Nasarawa State.

Operations, Sales & Team Management:

- Implemented continuous improvements to enhance service quality and team performance, ensuring long-term business sustainability.
- Cultivated a positive atmosphere, going above and beyond to ensure exceptional food and service for each customer.
- Coordinated Front of House and Back of House staff to execute events smoothly, maximizing guest satisfaction.
- Recruited, trained, and mentored high-performing team members to consistently deliver excellent customer care.
- Managed payroll and HR processes, including new hire and termination paperwork, ensuring smooth operations.
- Fostered a positive work environment through team-building initiatives, promoting collaboration and high morale.

Financial Management:

- Oversaw budgeting, financial planning, and forecasting, ensuring profitable margins while maintaining top-tier service quality.
- Created staff schedule that optimized coverage and minimized costs, meeting customer demand while staying within budget.
- Increased restaurant profits through improved marketing efforts, staff development, and up-selling initiatives to meet revenue targets.

Health, Safety & Compliance:

- Conducted regular health, safety, and sanitation evaluations, promptly addressing any violations to maintain compliance and a safe dining environment.

- Ensured adherence to food hygiene standards, conducting inspections and maintaining high cleanliness standards.
- Maintained a secure and sanitary restaurant environment, fostering a reputation for quality/safety.

Assistant Operations Manager, September 2022 – April 2023

Chicken Republic (Food Concepts Plc.) - Nyanya/Abuja, Nigeria,

Operational Support, Leadership and Team Management:

- Streamlined office processes to enhance operational efficiency and optimize workflow.
- Delegated tasks based on staff strengths, ensuring effective prioritization and improving overall productivity.
- Created a positive work environment to improved employee morale and job satisfaction.
- Conducted regular team meetings to foster open communication, promoting a collaborative work environment and increasing employee morale.
- Increased staff productivity through comprehensive training programs, promoting continuous development.
- Led the recruitment, training, and on-boarding of administrative staff to strengthen the team.

Sales & Revenue:

- Monitored sales performance and adjusted strategies to meet business goals and drive growth.
- Enhanced customer service by implementing new procedures, improving customer satisfaction and loyalty.
- Handled customer complaints with professionalism, restoring trust and ensuring a positive brand image.
- Developed and executed revenue generation strategies to ensure long-term business success.
- Negotiated with vendors and service agencies to meet organizational needs and maintain strong supplier relationships.

Health, Safety & Compliance:

- Ensured compliance with health and safety regulations, maintaining a safe working environment for all team members.
- Assisted Restaurant manager during external audits, ensuring accurate reporting and adherence to company standards, addressed operational issues and implement solutions for greater efficiency.

Logistics & Inventory Control:

- Managed stock control processes, ensuring optimal inventory levels and preventing overstocking or shortages.
- Developed strong supplier relationships, ensuring timely product deliveries to meet business needs.

Personnel Manager, July 2019 – August 2021

Eliko Hotel – Warri, Delta State, Nigeria.

Recruitment and Staffing

- Identify staff manning gap within the hotel and the need to replace them.
- Advertise job openings, screen candidates, conduct interviews, and handle the hiring process. Ensure smooth on-boarding for new employees.
- Develop and implement training programs, support employee growth, and ensure career advancement opportunities.

- Manage employee conflicts, foster a positive work environment, and maintain effective communication between employees and management.

Compensation and Benefits Management

- Oversee salary structures, manage employee benefits (health insurance, retirement plans), and ensure competitive compensation packages.

Compliance and Performance Management

- Ensure adherence to labor laws and company policies, conduct performance evaluations, and take disciplinary action when necessary.

Admissions Officer, October 2013 – July 2018

Fortunate Group of Schools – Amassoma, Bayelsa State, Nigeria.

Admissions & Enrollment:

- Managed admissions processes, achieving annual increases in student enrollment.
- Processed applications and inquiries within strict timelines, ensuring adherence to school policies and procedures.
- Scheduled interviews and assessment tests, supporting efficient enrollment operations.
- Responded to inquiries from prospective students and parents, providing detailed program information.

Training & Staff Development:

- Conducted technical training sessions to improve staff proficiency with ICT tools and systems.

Student Monitoring & Support:

- Tracked student attendance and performance, intervening early in cases of concern to support academic success.

EDUCATION/TRAINING SUMMARY

Bachelor of Science: Business Administration (Management), July 2018

Niger Delta University – Wilberforce Island, Bayelsa State, Nigeria.

Senior School Certificate: SSCE

Command Day Secondary School, Maxwell Khobe Cantonment, Jos, Plateau State.

Certificate in Digital Marketing, April 2022

Foundation for Partnership Initiatives in the Niger Delta and Olotu Square – Warri, Delta State.

Certificate in Frontend Web Development, January 2022

Delta State Youth Empowerment Program, Ministry of Science & Technology, Asaba, Delta State

HOBBIES AND INTEREST

- Traveling
- Cooking
- Surfing the Internet

LANGUAGES SPOKEN

- English (Fluent)
- Hausa (Intermediate)

REFERENCES

Available on upon request.