

ISSA, RUKAYAT MORAYO

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PROFESSIONAL SUMMARY

Highly organized and customer-focused Front Office Manager with a proven track record of managing front desk operations, leading service teams, and delivering outstanding guest experiences. Equipped with excellent communication skills, a strong sense of professionalism, and the ability to thrive in dynamic, fast-paced environments. Skilled in supervising daily administrative functions, coordinating staff schedules, handling guest concerns with tact and efficiency, and ensuring smooth front office procedures. Adept at maintaining high standards of hospitality that consistently exceed client expectations. A natural leader committed to creating a welcoming atmosphere and driving team performance to uphold the brand's reputation.

CORE COMPETENCIES

- Microsoft Office Suites
 - Excellent Communication Skill/ Customer Service
 - Team Building/Leadership
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PROFESSIONAL WORK EXPERIENCE

Dreamland Travel Lodge

2019 – 2023

Front Office Manager

Key Responsibilities

- Overseeing the assistant manager, front desk, guest services staff, and concierge, providing guidance and support to ensure exceptional customer service.
- Managing guest check-ins and check-outs, managing reservations, and ensuring accurate billing procedures.
- Addressing guest inquiries and complaints promptly and professionally. Their goal will be to resolve any issues that may arise during a guest's stay, while the guest is still in house.
- Coordinating with other hotel departments, such as Housekeeping and maintenance, to ensure rooms are prepared and well-maintained.
- Using of Front Desk Software (Biz Edge PMS- Valinno Systems) to check-in and check-out customers, Reservations and all for proper recording.
- CCTV Monitoring Security.

Ebbytech Smart Deals

2023-2024

Customer Service Representative

Key Responsibilities

- Respond to customer inquiries via phone, email, or chat in a prompt and courteous manner.

- Resolve complaints and issues efficiently while maintaining a positive customer experience.
- Provide accurate information about products, services, and company policies.
- Maintain detailed records of customer interactions using CRM or support tools.
- Collaborate with internal teams to address customer needs and follow up on unresolved issues.
- Promote customer satisfaction and loyalty through professional communication and problem-solving.

ACADEMIC QUALIFICATION

HND Accounting Lagos State Polytechnic, Ikorodu, Lagos State. (Lower Credit)	2017-2020
OND Accounting Lagos State Polytechnic, Ikorodu, Lagos State. (Lower Credit)	2011-2014
Senior Secondary School Certificate Dairy Farm Senior Secondary School	2007-2010
Junior Secondary School Certificate Yewa Junior High School	2004-2007
First School Leaving Certificate (FSLC) Bettyfak Nursery & Primary School	2000-2004

PROFESSIONAL CERTIFICATION

Basic Diploma In Microsoft Office & Database Management	2011
National Youth Service Corp (Exclusion Letter)	2021

REFREES

Available on request