

LAIDE AKINTOLA

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Professional Summary

Focused hospitality and customer relations professional skilled in customer relationship development and retention, employee supervision, lead generation and sales. Accomplished in providing unsurpassed support and excellent service to customers. Offering experience in related roles, as well as passion for improving service delivery, enhancing knowledge, and exceeding expectations.

Skills

- Customer service
- Excellent Communication Skills
- Efficient Time Management
- Microsoft Office applications
- Analytical and Critical Thinking
- Project Management
- Flexible and Adaptable
- Teambuilding
- Problem-Solving
- Teamwork and Collaboration
- Multitasking
- Data Management
- Clerical Support

Relevant Experience

Hackney Hotels – Benin, Edo State, Nigeria

Hotel manager

(2021/07 - present)

- Supervises, organizes activities, and assigns responsibilities to hotel employees such as receptionist, restaurant staff, cleaners to ensure productivity.
- Develops and implements an intuitive and efficient marketing strategy to promote the hotel's services.
- Communicates with customers when appropriate (address their complaints, find solutions to problems, offer information) to enhance customer satisfaction.
- Monitors employee performance by conducting regular evaluations to help improve customer service.

Alpha Care Short-term Rental Agency – Lagos State, Nigeria

Business owner

(2022/06 – present)

- Acts as a liaison between customers (who need the short-term rental for their staycation/vacation) and apartment owners to facilitate bookings.
- Advertises available short-term rental properties using social media platforms (Instagram, Facebook, Tiktok) and promotes social media content to improve sales.
- Maintains a good relationship with clients by providing excellent customer service to encourage loyalty, referrals, and long-term customer retention.

Glow Extra Nigeria – Lekki, Lagos State, Nigeria

Virtual customer rep and sales associate

(2020/01 – 2021/06)

- Answered over 50 incoming calls daily from customers inquiring about glow extra skincare products.
- Responded to over 50 emails daily regarding the brand, shipping, and general inquiries from customers.
- Assisted customers with setting up appointments with the dermatologist and other special requests.
- Resolved customer complaints by investigating problems, developing solutions, and making recommendations to management.
- Organized weekly sales reports for the sales department to track product success.
- Maintained a database of prospects and existing clients, created reports on sales forecasts and trends, and utilized internal CRM tools.

Hackney Hotels – Benin, Edo State, Nigeria

Personal assistant to the MD

(2018/08 - 2019/02)

- Established workflow processes, monitored daily activities, schedules of the MD and implemented modifications to improve overall performance of personnel.
- Delivered top-notch administrative support to MD, promoting excellence in office operations.
- Maximized productivity on behalf of managing director (MD) by analyzing protocols and identifying areas for improvement.
- Created and updated physical records and digital records files to maintain current, accurate documentation.

Education

Federal University of Technology Akure (FUTA) – Nigeria

Bachelor of Technology (Hons), Industrial Chemistry

December 2019

De-mays College, Lagos state, Nigeria

High school certificate

June 2011