

OBADA BLESSING CHUKWUKA

72 Niger Cat Road By Blue Waters Hotel, Warri. Delta state.+234(0)9035935122.

Obadachukwuka450@gmail.com

PROFESSIONAL SUMMARY

Service oriented personnel with experience in hospitality management, as it basically relates but not limited to procurement, supply and human management. Through the delivery of evidence-based services, I have been able to successfully contribute to the growth of my work environment. Core competencies include versatility, Team player, Interpersonal, Organizational and Leadership skills as well as excellent communication and time management skills, and ability to handle tasks with accuracy and efficiency.

ACADEMIC QUALIFICATION OBTAINED WITH DATES:

Bachelor of Arts in Theater and Media Arts (Ambrose Alli University, Ekpoma)	2018
West Africa Examination Council (WAEC) Certification	2012

WORK EXPERIENCE:

MANAGER (Hotel Metro Lekki, Lagos State) 2023

Responsibilities:

- Established a redress mechanism for staff and customers □ Coordinated staff recruitment and training.
- Conducted quarterly refresher training for all staff.
- Analyzed financial data for quarterly reporting.
- Documented all monthly, quarterly and yearly activity reports.
- Supported the operationalization of policies and procedures for effective compliance.
- Coordinated operations and ensured customer satisfaction.

Achievements:

- Customer's complaints reduced from 10 complaints a day to 1 complaint a day.
- Achieved an average occupancy rate of 85% over 6 months.
- Maintained customer satisfaction rating of 92% for 14 consecutive months.
- Increased total revenue by 18% within 9 months.
- Generated 7.9 million in additional revenue through strategic pricing and package deals.
- Trained and developed 14 team members resulting in 80% retention rate for 12 months.
- Promoted 2 staff to senior roles within the organization.
- Implemented process improvements, reducing energy consumption 15% and water usage by 30% □ Streamlined turn-around time and increased productivity by 30%.
- Hosted 4 events, generating five digit revenue and engaging with more than 60 community members

- Partnered with 3 local businesses, resulting in cross-promotional opportunities and increased foot traffic.

NYSC (Office Assistant, Ministry of Arts, Culture and Tourism, Edo State) 2020
Responsibilities:

- Coordinated necessary documents and reports writing to enhance proficiency.
- Assisted with administrative task such as filling data entry, and responding to inquiries.
- Analyzed and documented data related to the ministry.
- Prepared presentations and materials for programs and conferences.
- Research assistant at the National arts festival.

Achievements:

- 20+ documents processed including letters, memos and reports.
- Achieved accurate record and filing systems.
- Supported the implementation of cultural festivals and art exhibition

PROFESSIONAL CERTIFICATION OBTIANED WITH DATES:

Certificate in Project Management and Professional Training	2020
Certificate in Professional Customer Service and Relationship Management	2020

SKILL

- Interpersonal and Organizational skills
- Creative and Writing skills
- Budget and Time Management skills
- Leadership and Communication skills
- Efficiency in Microsoft office packages

LANGUAGE SKILLS

English Language (Advanced) Igbo
(Basic)

EXTRA CURRICULAR ACTIVITIES:

Pastime reading, music and sports (Football)

NAME AND ADDRESSES OF REFEREES:

ISIOMA A. OJEILE

Relics Insurance Brokers Ltd.

Managing Director/ CEO

info@relicsinsurancebrokers.com

+234(0)8023535183

Ojeile65@yahoo.com

ODIASE OLAWUMI

Enserve Limited,
Community Relation Officer
+234(0)9034071403
Odiase.olawumi@yahoo.com