

MERCY EBELE OGWU

Hotel Operations & Guest Services Supervisor

CONTACT

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EDUCATION

B.Ed. Primary Education

Tai-Solarin College of
Education
(2018-2022)

S.S.C.E

Anglican Girls Grammar
School
(2009-2015)

SKILLS

- Leadership
- Team Management
- Customer Service
- Communication Skills
- Organizational Skills
- Time Management
- Conflict Resolution
- Problem Solving
- Interpersonal Skills
- Decision Making
- Multitasking

TECHNICAL Skills

- Attention to Detail
- Compliance and Regulatory Knowledge
- Report Writing and Documentation
- Office Administration
- Record Keeping

OBJECTIVE

Experienced and performance-driven hotel supervisor with a strong background in team leadership, guest relations, and operational efficiency. Proven ability to manage cross-functional teams, uphold service standards, and resolve guest concerns promptly—achieving a 40% reduction in complaints and 85% room occupancy during tenure. Skilled in compliance monitoring, staff training, and process coordination to ensure seamless daily operations. I am seeking to contribute my expertise to a dynamic hospitality team that values professionalism, service excellence, and operational growth.

WORK EXPERIENCE

General Supervisor

Aug 2021 – Mar 2025

Pebbles Hotels and Suits (Hospitality)

- Coordinated and trained a team of 15 staff members, improving service delivery standards and reducing guest complaints by 40% in 6 months.
- Monitored room occupancy rates and assisted in achieving an average monthly booking rate of 85%.
- Ensured compliance with hotel policies, hygiene standards, and safety regulations during daily inspections.
- Handled customer complaints and resolved over 90% of issues on first contact, increasing guest satisfaction scores.

Licensed Bail Bondsman Supervisor/ Station Head

Ogun State Judiciary

May 2020 – June 2021

- Supervised and coordinated bail bond activities for an average of 60 cases monthly, ensuring compliance with legal procedures.
- Led a team of 4 bail officers, conducting weekly briefings and ensuring all team members followed court protocols and ethics.
- Processed and verified bail applications within 24 hours, improving efficiency and reducing case backlog by 30% in one year.
- Maintained accurate records of all bail bonds issued and payments received, with 100% audit compliance over 2 years

Front Desk/ Secretary

Sosanwo and Co (Law Firm)

Oct 2018 – Mar 2020

- Welcomed and attended to an average of 30 clients and visitors daily, ensuring a professional and friendly first impression.
- Managed a 5-line phone system, successfully redirecting over 95% of calls to the appropriate staff within 1 minute.
- Scheduled and confirmed 20+ appointments weekly, helping the legal team stay organized and meet deadlines.
- Typed and prepared over 100 legal documents monthly, including court filings, letters, and client agreements, with 99% accuracy.