

FRIDAY HOPE ONAGBOSOMINA

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D.O.B: 19TH, November.

OBJECTIVES:

Highly motivated and detail-oriented HND Public Administration graduate with strong working experience in administrative support, customer service, and organizational coordination. Proven ability to manage office operations, support policy implementation, and maintain effective communication with diverse stakeholders. Adept at multitasking in fast-paced environments with a solid understanding of public sector processes and service delivery standards. Committed to efficiency, professionalism, and continuous improvement. Proficient in technical writing, data analysis, and problem-solving.

PERSONAL QUALITIES:

- Proficient in Microsoft applications, including Word, Excel, PowerPoint, and outlook
- Effective convey ideas and policies to colleagues, clients, and the public
- Manage multiple tasks, schedules, and files with accuracy and efficiency
- Capable of guiding teams and supporting management decisions confidently
- Handle administrative and operational challenges with sound judgment
- Maintains professionalism and confidentiality in all responsibilities
- Work collaboratively with others to achieve common goals and enhance productivity
- Ensures accuracy in reports, correspondence, and records management
- Prioritized tasks efficiently to meet deadlines and organizational goals
- Proven problem-solving and conflict resolution skills

WORKING EXPERIENCE:

ESPORTA SUITE, MAGODO, LAGOS.

2023 – 2025

Waitress

Duties:

- Greet customer and present menus in a professional way.
- Arrange table setting and keep table's clean and tidy at all times.
- Handle customer's complaints and resolve issues professionally.
- Address customer concern, resolve issues promptly.
- Record orders correctly, manage special request, and ensure timely delivery of food and beverages.
- Performing shift duties like delivering racks of cups to the service station.
- Serving food and beverages in a professional manner with high level of customer service.

VALCHI HOTEL & FAST FOOD RESTAURANT, AUCHI, EDO STATE.

2021 – 2023

Customer Sales Representative

Duties:

- Build and maintain strong relationships with individual and corporate clients to encourage repeat business.
- Promote restaurant menu offering and service to increase dine-in, takeout, and catering sales.
- Schedule and coordinate tasting or special promotion to attract new clientele.

- Work with restaurant management to forecast sales goals and track performance.
- Resolve customer's complaints in a professional and courteous manner ensuring customer satisfaction and loyalty.
- Develop and implement processes to improve customer satisfaction and loyalty.

BUKKY FAST FOOD RESTAURANT, AUCHI, EDO STATE.

2018 – 2021

Waitress

Duties:

- Greet customers promptly and courteously, ensuring a welcoming atmosphere.
- Take food and beverage orders accurately and input them into the POS system.
- Deliver orders quickly and efficiently, maintaining food quality and presentation.
- Assist customers with menu selections and promote special deals or promotions.
- Handle cash, card, and digital payments, issue receipts, and manage change.
- Refill condiments, napkins, and beverage stations to ensure customer satisfaction.
- Follow opening, closing, and shift change procedures to ensure smooth operations.

EDUCATIONAL QUALIFICATION:

AUCHI POLYTECHNIC, AUCHI, EDO STATE.

2021 – 2022

Public Administration (HND)

AUCHI POLYTECHNIC, AUCHI, EDO STATE.

2017 – 2018

Public Administration (ND)

OKPEKPE SECONDARY SCHOOL, OKPEKPE, EDO STATE.

2009 – 2015

Senior Secondary Certificate Examination (SSCE)

OTSELE PRIMARY SCHOOL, OKPEKPE, EDO STATE.

2005 – 2009

First School Leaving Certificate (FSLC)

PROFESSIONAL CERTIFICATES:

NATIONAL YOUTH SERVICE CORPS.

2025

(NYSC)

HOBBIES:

- Serving
- Writing
- Interacting
- Volunteering work
- Reading
- Traveling

REFEREES:

MR. DAVID

Lagos State.

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