

Hannah Anietie Edet

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Summary

I'm a multipurpose professional with a solid background in customer service, administrative assistant, Client service coordinating, and Front office coordinating. I can utilize my administrative skills, knowledge, and experience as a secretary and assistant to provide exceptional customer service, support, and ensure seamless work behavior.

Work Experience

February -2025 to NOVEMBER 2025 Blue Apple hotel Mayfair, Lagos, Nigeria.

Front desk personal**Duties:**

- Welcome visitors, answer questions, and direct them to the relevant personnel or department.
- Update and maintain records, databases, and filing systems.
- Respond to inquiries, provide information, and resolve issues.
- Manage schedules, book appointments, and send reminders.
- Handle customer complaints, resolve issues, and escalate to management if necessary.
- Follow security protocols, monitor CCTV, and respond to security incidents.
- Collaborate with other departments, teams, or personnel to achieve organizational goals.

OCTOBER -2024 to February-2025 **VERTILINE SYNERGY**

Obalende, Falomo, Lagos

PROJECT MANAGER Duties:

- Lead and manage project teams, including assigning tasks and tracking progress.
- Coordinate and facilitate communication among stakeholders, team members, and sponsors.
- Develop and manage project timelines, including milestones and deadlines.
- Motivate and lead team members to achieve project goals.
- Develop and implement communication plans to keep stakeholders informed.
- Evaluate project success, identifying lessons learned and areas for improvement.

Oct. 2022 - Sep. 2024 **LAGOON INSTITUTE OF HOSPITALITY STUDIES**

Lekki Phase 1, Lagos

Customer service, kitchen, front desk

Duties:

- Greet customers warmly follow up with customer when needed
- Communicate clearly with customers
- Answer and and manage phone calls
- Scheduling appointment with customers
- Prepare food for lagoon students and staff handle customer complaints and help solve their problems

Soft Skills

- Experienced on excel and Microsoft word.
- Problem-Solving and Conflict Resolution
- Appointment Scheduling
- Customer friendly
- Risk Management Customer Service Excellence
- Time Management, communication skills
- Knife skills

Education

LAGOONINSTITUTE OF HOSPITALITY STUDIES

NSQ Certification in Hospitality Studies | [2022 - 2024]

ANNOINTED SOUL SCHOOL

Senior Secondary School | [2017 - 2022]

Referee

Available on request