

UKWUIJE GIFT MMESOMA

RECEPTIONIST | CUSTOMER SERVICE | ADMINISTRATIVE SUPPORT

08160278840 | giftukwuije0@gmail.com | No. 1 Vina Estate Badore, Ajah, Lagos State |

Objective

Dedicated professional with 5+ years of experience in customer service, scheduling and administrative support. Proven track record of enhancing office efficiency and delivering exceptional service. Successfully managed high-volume phone lines and visitor interactions.

Experience

Ticklers Restaurant | Cashier

CMD Road, Magodo, Lagos State

12/2023 – 01/2026

- Handled cash, POS transactions, and processed payments accurately
- Issued receipts, refunds, and change to customers.
- Maintained a clean and organized checkout area.
- Assisted customers with inquiries and provided excellent customer service.
- Balanced cash register at the beginning and end of shifts.
- Recorded daily sales and reported discrepancies and Supported stock checking and shelf arrangement when necessary

Placebo Bar | Waitress

Magodo Phase 1, Lagos State

03/2022 – 12/2023

- Greet and attend to customers politely
- Take and serve food and beverage orders
- Ensure tables and dining areas are clean and well arranged
- Handle customer complaints professionally
- Process bills and receive payments
- Work as part of a team to provide efficient service

FlyNow Travels and Tours | Secretary

Ikorodu, Lagos State

11/2020 – 02/2022

- Answered and directed a high volume of incoming calls daily, ensuring seamless communication within the office.
- Organized and maintained client records, improving document retrieval time by 25%.

- Scheduled and coordinated appointments for senior management, optimizing their calendars and ensuring punctuality.
- Managed the front desk during peak hours, greeting and directing over 150 visitors daily.
- Assisted in the preparation and processing of monthly billing statements, reducing billing discrepancies by 15%.

BA KHOLON NIG LTD | Receptionist

Ojodu, Berger, Lagos State

03/2022 – 12/2023

- Greeted and assisted over 100 visitors daily, providing excellent customer service and ensuring a positive experience.
- Managed scheduled for executives, resulting in improved time management and reduced scheduling conflicts by 20%.
- Handled and distributed mail, ensuring all deliveries were correctly logged and delivered promptly.
- Maintained organized files for billing and customer records, enhancing the office's operational efficiency.

Education

Distance Learning Institute, University of Lagos | BSC Education in Chemistry

Akoka, Yaba, Lagos State

2022 - Present

Blueben Computer School | Computer Skills

Uli, Anambra State

2016

Skills & abilities

- Phone System Management
- Appointment Scheduling
- Customer Service
- Billing Process Coordination
- Mail Distribution
- Document Organization
- Strong interpersonal skills
- Multi-tasking