



Gift Nneoma Chima

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Dubai, United Arab Emirates 0000

Professional Summary

Personable Guest Service Agent equipped to address diverse guest needs. Answers questions and addresses email and telephone enquiries. Clarifies company services and policies to support superior service delivery.

Work History

02/2016 - 06/2016

Receptionist

THE ADDREX HOTEL AND SUITES, Aba, Abia state , Nigeria

- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.
- Answered and helped resolve enquiries from clients, vendors and general public.
- Kept reception area clean and neat to give visitors positive impression of the company.
- Solved administrative and customer service issues with knowledgeable assistance and friendly support.
- Delivered front of house duties with warm and professional manner.
- Kept reception area clean and organised to uphold professional office reputation.
- Managed high volume of incoming calls from multi-line telephone system and documented messages.
- Offered knowledgeable, friendly support to in-office guests.
- Answered 10+ telephone calls per day, compiling detailed notes and promptly forwarding as required.
- Managed calendars, strategically scheduling appointments to maximise availability.

04/2018 - 10/2018

Sales executive

Temptation Boutique , Owerri, Imo State, Nigeria

- Boosted product sales by offering selection guidance to customers.
- Understood customer needs to craft exceptional sales journeys.
- Effectively handled daily customer meetings, sales calls and account management tasks, improving sales team efficiency.
- Carried out active selling from initial customer greeting.
- Delivered professional sales presentations, creatively communicating product quality and market comparisons to prospective clients.
- Monitored fashion trends closely to anticipate consumer demand.
- Prepared orders for customers with wrapped, bagged and boxed items.
- Assessed customer tastes and budgets to recommend suitable items.
- Helped customers obtain specialised help for refunds and exchanges.
- Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities.
- Updated product labelling and pricing to reflect discounts and offers.

01/2019 - 09/2019

Restaurant cashier

Rennys Fast Food owerri Nigeria, Owerri, Imo State, Nigeria

- Completed opening and closing procedures each day.
- Demonstrated safe food handling standards at all times.
- Assisted kitchen staff with food prep, dishwashing and plating food.
- Greeted guests pleasantly and professionally, promoting positive customer experiences from arrival to departure.
- Served meals and drinks with professionalism and skill, maintaining high presentation and quality standards.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Used cash registers and POS systems to request and record customer orders and compute transactions.
- Helped meet business needs by working extra shifts.
- Delivered outstanding customer care with proactive sales and listening skills.
- Kept checkouts areas and general store clean and orderly.
- Cleaned and set tables quickly after customers left to maximise restaurant capacity.
- Delivered food and drinks from kitchen to respective tables to meet timely expectations.
- Served high volumes of guests in fast-paced service environments with exceptional customer care.

Skills

Customer Service

POS Systems

Invoice processing

Cash handling

Customer relations

Team Leadership

Problem-solving

Education

02/2024 - 03/2024 **Aviation management fundamentals training, Aviation - Certificate, Akademikka Training Institute, United Arab Emirates**

completed and obtained a certificate of participation attested by Dubai knowledge and human

development authority KHDA. All about airports, airlines, private jets, air cargo operations, ground operations.

2016 - 2020 **Bachelor of Science, Insurance , Imo State University, Nigeria**

2008 - 2014 **High School, Santana Rhetoric international school , Aba Abia state, Nigeria**

Personal Details

Date of Birth / Age: 27

Nationality: Nigerian

Marital Status: Single

Visa Status: Visit Visa

Gender: Female