



GODSTIME EZEBOR OGBE

Restaurant/Hotel Manager/Supervisor

GENERAL

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With over 6 years of experience in representing entertainment industries such as hotels, schools, and restaurants, I have honed my skills in customer service, team coordination, and social media content creation. My background as a Hotel Supervisor, Assistant Manager, Restaurant Shift Manager, and Social Media Coordinator has equipped me with the expertise to handle customer inquiries, manage staff, and enhance client satisfaction.

EXPERIENCE

Social Media and Photography Coordinator: *Canadian Bridge Academy, Abuja 2022 – July 2024*

- Managed social media accounts, creating engaging content to enhance the academy's online presence.
- Captured and edited photos and videos for promotional materials and social media campaigns.
- Collaborated with the marketing team to develop and implement social media strategies.
- Engaged with followers, responding to inquiries and fostering a positive online community.
- Organized and documented school events, creating a visual record of activities and achievements.

Restaurant Shift Manager: *FOOD LAND, Sapele, Delta State 2017 – 2020*

- Actively managed shifts, overseeing sales and customer service operations.
- Served as the primary customer representative, addressing complaints and suggestions.
- Recorded customer feedback to inform management decisions and improve operations.
- Coordinated with team members to ensure efficient service and a positive dining experience.
- Assisted in inventory management and staff scheduling to maintain smooth operations

Manager and Photographer: *KREATIVE MIND STUDIO, Benin City, Edo State 2020 – 2022*

- Managed studio operations, including client consultations and photography sessions.
- Coordinated with clients to capture high-quality images that met their expectations.
- Developed marketing strategies to promote studio services and attract new clients.
- Maintained equipment and studio space, ensuring a professional and inviting environment.
- Edited and retouched photos to deliver polished final products to clients.

Hotel Supervisor and Assistant Manager: *UYI GRAND HOTEL, Off New Lagos Road, Benin City 2013 – 2017*

- Supervised a team of hotel staff, ensuring optimal performance and exceptional customer service.
- Coordinated hotel reservations, catering to clients' specific needs and preferences.
- Handled special guest requests, ensuring a comfortable and welcoming experience.
- Maintained confidentiality of personal information, adhering to professional standards.
- Implemented staff training programs to enhance service delivery and guest satisfaction.

EDUCATION

Bsc Education: Health Education

*University of Benin,
Benin City - Benin City,
Nigeria
(Started 2010 -
Graduated 2024)*

PERSONAL SKILLS

- Customer Service Excellence
- Team Coordination and Leadership
- Social Media Management
- Content Creation and Photography
- Problem Solving and Conflict Resolution
- Communication and Interpersonal Skills
- Confidentiality and Professionalism
- Inventory Management and Scheduling

LANGUAGE KNOWLEDGE

- English – PROFICIENT

VOLUNTEER

Independent Monitoring Officer [08-2019 – 09-2020] *Catholic Relief Services, Kajuru, Kaduna*

- Increased community satisfaction by resolving issues on distribution of long-lasting insecticide net.
- Conducted health education sessions on various topics, including nutrition, hygiene, and neglected tropical disease prevention.
- Distribution of long lasting insecticide mosquito net to reduce the prevalence of malaria.

Volunteer Worker [07-07-2015 – 30-02-2016] *Heartland Alliance*

- Acted as a personal community assistant on matter related to HIV/AIDS in Okpokwu L.G.A
- Monitored and evaluated health programs to ensure effectiveness and adherence to goals.
- Collected and analyzed data to provide insights and recommendations for program improvement.
- Prepared detailed reports and presented findings to stakeholders and donors.Organized several free health sensitization on “STIs” and testing in different communities

FREELANCE

International Travel Manager (Customer Service Personnel) (ASAP-Tickets World Wide) June, 2024 till Date

- Create travel bookings for new clients, ensuring all details are accurately entered and confirmed.
- Collect and store detailed personal information in the Client Management System (CMS) securely and efficiently.
- Utilize Pro-Quote to search for the best reservation options for clients, ensuring optimal choices for their travel needs.
- Sell the most cost-effective flight tickets, book hotels, and arrange car rental reservations for clients.
- Promote and sell additional products such as Travel Care Service (Flight Insurance), providing clients with comprehensive travel advice and support.
- Maintain proactive communication with clients, including making reminder calls or leaving voice notes regarding their reservations.

ADDITIONAL COURSES

1. Essentials of Communication in work place
2. Psycho-social support and social Emotional learning
3. Dream-Port Independent Travel Manager

SOFTWARE KNOWLEDGE

- Microsoft Packages
 - Adobe Photoshop/Premier-pro
 - Wondershare filmora
 - CMS Pro-Quote
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