**NWAFOR HENRY CHIBUEZE**

**11 Adelabu Street Uwani Enugu, Enugu State**

**Email:** [**nwaforhenrychibueze@gmail.com**](mailto:nwaforhenrychibueze@gmail.com)

**Tel: 08063303703**

**BIO-DATA**

DATE OF BIRTH: 9TH APRIL 1992

SEX: MALE

MARITAL STATUS: SINGLE

NATIONALITY: NIGERIA

STATE OF ORIGIN: ANAMBRA

LOCAL GOVT. AREA: ORUMBA NORTH

TOWN: NDIOWU

**CAREER SUMMMARY**

**A graduate of banking and finance B.Sc. (Second Class honours) with five year relevant experience as a front desk supervisor, finance officer, educationalist, customer service representative and personal assistant. A confident, natural, exceptional and driven person who can explore new territories and push existing limits by following up new leads or referrals fully. Thrives in pressured environment, collaborating closely with both skilled and unskilled colleagues in contributing to team efforts while achieving organizational goals and objectives. Has a reputation for meticulous attention to detail and consistently works in line with organisational policies. Takes pride in delivering high quality work to ensure customer satisfaction. Possesses good knowledge of Microsoft office applications and looking to move up in my career and take on more responsibilities while learning new skills in your organization.**

**CORE SKILLS**

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| * Cold And Warm Calling | * Proficient Multi-Tasking | * Attention To Details |
| * Data Entry | * Work Under Pressure | * Tele Etiquette |
| * Good Communication Skills | * Customer Service | * Patient |
| * Leadership Skills | * Team Work | * Friendly |
| * Sales Orientation | * Proficient In Microsoft Office | * Persuasive |
| * Analytical Skill | * Computer Proficient | * Effective Time Management |

**PROFESSIONAL EXPERIENCE**

SOLITAIR HOTEL RIVERS STATE.

POSITION: FRONT DESK SUPERVISOR. 2018-2019

**Responsibilities**

* **Support team members in handling guest requests and enquires to ensure a positive outcome is achieved.**
* **Demonstrate a high level of customer service at all times.**
* **Advise team of any special events or VIP Guests in the hotel for events or for general accommodations.**
* **Understand thoroughly all hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties.**
* **Monitor the appearance, standards and performance of the Front Office Team with an emphasis on training and teamwork.**
* **Maximize room occupancy and use up-selling and cross selling techniques to promote hotel services and facilities.**
* **Ensure Team Members have current knowledge of all room categories, room rates, packages, promotions, local area and other general product knowledge necessary to perform their duties.**
* **Demonstrate positive leadership characteristics, which inspire Team Members to exceed standards.**
* **Follow and adhere to company brand standards.**
* **Assist other departments wherever necessary and maintain good working relationships with Team Members.**

**Key Achievements**

* **Addressed customers’ concerns and complaints promptly and professionally.**
* **Responded to customers’ needs and requests in a timely manner.**
* **Assisted in hiring and training associates in front office duties.**
* **Attained 99% customer satisfaction level based on feedback forms.**
* **Managed and reduced the front desk expenses by introducing cost effective methods.**

B-DERE SENIOR SECONDARY SCHOOL 1 GOKANA, RIVERS STATE (NYSC)

POSITION: FINANCIAL ACCOUNTING TEACHER 2016-2017

**Responsibilities**

* **Prepare and deliver lectures to senior secondary school 1 students on financial accounting.**
* **Evaluate and grade students’ class work, assignment and exams.**
* **Prepare course materials.**
* **Maintain regularly scheduled office hours in order to advise and assist students.**
* **Advise students on academic curriculum and career issues.**

**Key Achievements**

* **Implemented a series of activity based learning program, resulting in increased student interest in regular lesson.**
* **Raised the average grade attained by senior secondary school 1 student.**

MEADWAY LUXURY HOTEL AND SUITES ENUGU.

POSITION: FINANCE OFFICER 2015-2016

**Responsibilities**

* **Assisting in budget preparation and management activities.**
* **Conduct financial analysis to identify and resolve issues.**
* **Manage cash controls as well as maintain bookkeeping up to date.**
* **Ensure all expenses are within assigned project budget.**
* **Oversee the preparation of all financial statements, invoice etc.**
* **Ensure account receivables and payables activities accurately and timely.**
* **Ensure financial transaction are properly updated and recorded.**
* **Ensure data integrity in all financial reports.**
* **Review financial paperwork and procedures and make appropriate changes**.

**Key Achievements**

* **Provided timely and accurate financial reports.**
* **Initiated an income and expense flux analysis for first working day of the month that provides for early identification and correction of posting errors.**
* **Successfully implemented a financial accounting system which proved to be 80% efficient than the one already being followed.**
* **Acquired 80% of all outstanding debts with few months following dedicated follow up procedures.**
* **Proved to be one of the top employees who submitted every due report before time.**
* **Introduced the concept of digital distribution agreement that decreased processing time.**
* **Cut overhead cost by 30%.**

UNIVERSAL HOTEL ENUGU

POSITION: CUSTOMER SERVICE REPRESENTATIVE/RECEPTIONIST 2013-2014

**Responsibilities**

* **Welcome and greet guest.**
* **Answer and direct incoming call.**
* **Inform guests of hotel rates and services.**
* **Ensure proper room allocation.**
* **Register and check guest in.**
* **Confirm relevant guest information.**
* **Compute all guest billings, accurately post charge to guest rooms account.**
* **Maintain clear and accurate records of guest booking.**
* **Listen and respond to guest queries and requests both in-person and by phone.**
* **Process accurate payment of guest accounts.**

**Key Achievements**

* **Reduced the front desk expenses by 20% by introducing cost effective methods.**
* **Stayed under budget for supplies and equipment in the year 2013-2014.**
* **Attained 99% customer satisfaction level based on feedback forms.**
* **Assisted in recruiting and training front desk staff.**
* **Handled massive emails correspondence with less than 1% error rate.**
* **Fielded an average of 20 phone calls on a daily basis.**

CHICON ENGINEERING

POSITION: PERSONAL ASSISTANT TO THE DIRECTOR 2011-2012

**Responsibilities**

* **Acting as the first point of contact: dealing with correspondence and phone calls.**
* **Managing diaries and organising meetings and appointments, often controlling access to the manager/director.**
* **Booking and arranging travels, transport and accommodation.**
* **Organizing events and conferences.**
* **Collating and filling expenses.**
* **Reminding the director of important tasks and deadlines.**
* **Typing, compiling and preparing reports, presentation and correspondence.**

**Key Achievements**

* **Provided exceptional support to the director and co-workers.**
* **Provided backup support to other departments which was highly admired by the director.**

**EDUCATION AND QUALIFICATIONS**

**National Youth Service Corps Scheme NYSC**

**Duty: Accounting Teacher 2016-2017**

**University Of Nigeria Nsukka**

**B.Sc. in Banking and Finance (Second Class Upper) 2011-2015**

**Victory High School, Achara Layout, Enugu**

**West African Secondary School Certificate 2004-2010**

**Al-Hudda Nursery and Primary School**

**First school leaving certificate (FSLC) 1997-2003**

**TRAINING/COURSES ATTENDED WITH QUALIFICATIONS**

Leadership and Capacity Building Training For Youths in Enugu State 2014

Diploma in Data Processing and Desktop Publishing. 2013

**HOBBIES**

Reading, singing (classical music) and socializing with friends, colleagues and family.

**AWARD RECEIVED**

* **OUTSTANDING LEADERSHIP ROLE 2016/2017**

**Reproductive Health, HIV and AIDS Community Development Service CDS**

**National Youth Service Corps.**

**Gokana, Rivers State.**

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| Lady (Mrs) Chika Nwajagu.  Position: Good Shepherd Micro-Finance Bank.  Tel: 08032223985 | Mrs Happiness Ekwueme.  Position: Relationship Manager First Bank Nigeria.  Tel: 08027936055 |

**REFEREES**