

# RAPHAEL FRANCIS

115 Nwaniba, Uyo, Akwa Ibom state  
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## Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

## Experience

- **University of Nigeria Nsukka (NYSC)** 2019 - 2020  
Bursary Unit
  - Issuance of appropriate receipt
  - Safekeeping of records and files
  - Responding to enquiries and requests
- **EEMJM Hotel and Suites** 2017 - 2019  
House keeping manager
  - Overseeing the maintenance of room services and facilities
  - Recruitment and training of room keeping staff
  - Working round the clock for customer's satisfaction
- **Assur Electronics** 2016 - 2018  
Customer care representative
  - Responding promptly to customer's enquiries.
  - Communicating with customers through various channels.
  - Providing feedback on the efficiency of customer service processes
- **Ameacom** 2014 - 2016  
Public relations officer
  - Developing PR strategies and campaigns
  - Preparing press releases, keynote speeches and promotional material
  - Organize PR events (e.g. open days, press conferences) and serve as the company's spokesperson .

## Education

- **NYSC** 2019-2020  
Discharge Certificate
- **University of Uyo** 2018  
B. A English and literary studies  
Second class upper honours
- **Efficient Secondary school** 2013  
Senior Secondary school certificate examination  
Distinction
- **L. E. A Kubwa Abuja** 2006  
First school leaving certificate  
Distinction

## Skills

- Excellent communication skills, both written and verbal
- Proefficient in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint.
- Good analytical, organizational and problem solving skill.
- Ability to reach targeted goals.
- Content creation.

- Creative writing
- Copy writing.

## Reference

- **Miss. Chika Ani - "Food Concept Plc (Chicken Republic) Ikenegbu, Owerri "**  
Assistant Restaurant manager  
08160601852
- **Itohowo Dominic Peter - "Kilimanjaro, Ikot Ekpene Rd, Uyo"**  
Lobby Host  
09011511211
- **Anietie James - "EEMJM Hotel and Suites "**  
Supervisor house keeping  
+2348068078157