



# CATHERINE ASUQUO

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KM Trading Bulding, Abu-Dhabi, UAE

## Skills

- Guest reservations
- Complaint filing procedures
- Guest experience
- Customer care
- Room key allocation
- Effective communicator

## Education

12/2015

**University of Calabar |**

Calabar, Nigeria

Bachelor Of Science: Accounting

- Graduate with [Degree](#)

06/2009

**The Apostolic High School |**

Esit Urua, Nigeria

Senior School Certificate

09/2004

**Social Nursery And Primary**

**School | Idu Uruan, Nigeria**

First School Leaving Certificate

## Professional summary

Motivated [Job Title](#) with [Number](#) years of experience, recognised for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Resourceful and well-organised with excellent leadership and team-building record.

## Work history

06/2019 - 11/2021

**IBOM ICON Hotel And Golf Resort |** Akwa Ibom, Nigeria

Guest Service Agent

- Resolved guest complaints and acknowledged feedback, escalating to [Job title](#) to ensure [Result](#).
- Answered [Number](#)+ front desk calls per [Timeframe](#), promptly resolving and directing queries.
- Efficiently and accurately inputted and updated reservation information using [Software](#) with meticulous attention to detail.

02/2016 - 05/2019

**Rittpong Lotto |** Akwa Ibom, Nigeria

Cashier

- Achieved outstanding customer satisfaction ratings by delivering exemplary service and care.
- Provided outstanding customer care throughout product transactions for optimised levels of service.