**UKARA LILIAN CHIDINMA**

Ahli House, 9th Street, By NMC Hospital, Al Nahda 1, Dubai, UAE.

Tel: +971557828951

ekwealorchidinma@gmail.com

Nationality: Nigerian

**PROFESSIONAL SUMMARY**

High-energy Guest Service Agent focused on promoting customer satisfaction through exceptional service. Consistently delivers first-rate service and fosters positive relationships with guests to promote customer satisfaction and loyalty. Tech-savvy highly accurate and efficient in data entry and general operations.

**SKILLS**

* Calm, efficient, and organized with great attention to detail
* Pro-active and reliable
* Excellent Hospitality Skills
* Excellent communication skills
* Proficient in English both in oral and written English language
* Strong Communication skills (verbal, listening, writing)

**PROFESSIONAL EXPERIENCE**

**WINNERS QUEEN SALON,**

**14 Ubiaja Crescent, Garki New Market, Abuja, Nigeria. Nov. 2019 -Jan.2021**

**Job Description:**

Expert in -

* All African Braids
* Box Braid,
* Cornrow,
* Feed-In Braid,
* Ghana Weave,
* Knotless Braid,
* Wigging,
* Weave-On Fixing

**THE RITZ CARLTON RESORT, AL WADI DESERT, RAS AL KHAIMAH, UAE. July 2018 – Oct. 2019**

**Post: Guest Relations Agent**

**Job Description:**

* I make pre-arrival calls to in-coming guests with reservations and prepare amenities for their arrival.
* I assist front desk agents in processing cash payments, including posting charges, and general check in process, using opera.
* I also assist Front desk agents with Bookkeeping duties, to maintain cash drawer, and post charges for items that guests may have ordered or used during their stay.
* We are present on ground to welcome arriving guests; assign villas, issue keys, and collect guest payment and billing information.
* I answer guest requests for assistance and coordinate with housekeeping, bell service, staff and management to fulfill guest requirements.
* I provide guests with access to hotel services, forward in-villa meal requests.
* I ensure mails; faxes and packages are delivered in a timely manner.
* I am trained to handle angry guests and find ways to resolving issues to the guest's satisfaction.
* I assist guests with ground transportation, restaurant or entertainment reservations, and provide other information about the locale.
* I calculate guest's final bills and collect payments.

**STANBIC IBTC BANK PLC, PORTHARCOURT ROAD, ONITSHA, Feb 2013- May 2015**

**Position: Teller**

**Job Description:**

* Access to remit bills for customers on these outlined collection platforms (REMITA, PAYDIRECT, IBRANCH and BANKONE).
* Truncation of other banks cheques (OBS)
* Ascertain that cheques are not clone or stale before it is finally schedule for posting.
* Access to validate customer’s Bank Verification Number (BVN) in other to combat fraud.
* Access to debit and credit a customer’s account at a given written instructions after all due diligence has been taken on said instructions.
* Handling VAULT & ATM keys for standby and work day duties.
* Ensuring the smooth operation of the Bank’s Automated Teller Machines (ATMs) installed at various sites within the designated locations.

**EDUCATION**

**Federal Polytechnic Nekede, Owerri, Imo State**

National Diploma Certificate in Computer Science (Upper Credit) **2007 - 2009**

**Interest and Hobbies:**

I love Reading, Meeting people, and Travelling.

**Referees**

Available on Request.