ALFA FRIDAY

One Man Village, Nasarawa State | 07058178674 | desaintfredfred@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented operations and management professional with extensive experience in restaurant, hospitality, supermarket operations, cashiering, inventory control, staff supervision, customer service, financial reconciliation, reporting, and data management. Experienced in leading teams, maintaining operational standards, resolving customer concerns, monitoring stock, and ensuring accurate transactions.

CORE SKILLS

Operations Management • Team Leadership & Staff Training • Inventory & Stock Control

Customer Service • Cashiering & Cash Reconciliation • Sales & Revenue Monitoring

Financial & Operational Reporting • Data Entry & Verification • Data Cleaning

Shift Handover Management • Food & Safety Compliance • Customer Complaint Resolution

Process Improvement • Confidentiality & Data Integrity • Time Management

PROFESSIONAL EXPERIENCE

Supermarket Manager | 30th May 2024

FORD MART SUPERMARKET — Karu, Abuja

• Oversee day-to-day supermarket operations, ensuring efficient service delivery and smooth workflow.

• Supervise and coordinate staff, assign duties, monitor performance, and support effective teamwork.

• Monitor inventory and stock levels, identify replenishment needs, and help minimize stockouts and wastage.

• Oversee cashiering and daily sales transactions, ensuring accurate handling and reconciliation of cash.

• Maintain good customer service standards, respond to complaints, and resolve customer concerns professionally.

• Coordinate receiving, storage, display, and movement of merchandise while maintaining orderly store operations.

• Monitor compliance with store procedures, cleanliness, safety, and operational standards.

• Prepare and review operational and sales information to support management decision-making.

Restaurant Manager | 06/2021 – 31 May 2024

DOMINO'S PIZZA — Wuse II, Abuja

• Oversee daily restaurant operations, ensuring compliance with health and safety regulations and maintaining an efficient workflow.

• Train and mentor staff, improve performance, and resolve customer complaints to maintain satisfaction.

• Manage inventory control, ensuring accurate stock tracking and maintaining quality standards.

• Forecast sales and adjust operations as needed while maintaining hygiene standards.

• Monitor dough preparation and food thawing procedures, ensuring food safety compliance and thorough closing procedures.

F&B; Manager | 01/2021 – 03/2021

PETRUS HOTEL ROYALE — Area 11, Garki, Abuja

• Built relationships with regular customers to encourage loyalty and repeat business.

• Enforced food safety regulations through staff training and regular inspections.

• Managed food supply orders, inventory levels, and supplier negotiations.

• Implemented customer feedback processes and addressed service concerns.

• Supported marketing events and promotional activities while developing restaurant policies.

Restaurant Manager | 03/2020 – 11/2020

OJUELEGBA AMALA POINT — Garki, Abuja

• Managed daily restaurant activities and workflows to meet operational goals and customer expectations.

• Hired and trained staff and monitored performance to improve service delivery.

• Handled customer complaints promptly and maintained customer satisfaction and loyalty.

• Monitored food reorder levels to maintain availability and minimize stockouts or waste.

• Built relationships with regular customers and supported marketing activities.

F&B; Manager | 09/2019 – 02/2020

SAVANNAH SUITE & RESORT — Area 3, Garki, Abuja

• Managed restaurant activities and daily operations to maintain efficient workflows.

• Hired and trained staff and monitored performance.

• Resolved customer complaints and maintained service standards.

• Monitored food reorder levels and minimized stockouts and waste.

• Built customer relationships and supported marketing events.

Bakery Account Manager | 09/2018 – 09/2019

SAVANNAH SUITE & RESORT — Abuja

• Managed bakery/restaurant activities and daily operational workflows.

• Hired and trained staff and supported effective team performance.

• Handled customer complaints and maintained customer satisfaction.

• Monitored reorder levels and maintained product availability and quality.

• Built customer relationships and supported marketing activities.

Night Duty Manager | 05/2018 – 08/2018

SAVANNAH SUITE & RESORT — Abuja

• Oversaw hotel operations during night shifts and ensured smooth service delivery.

• Addressed guest complaints and maintained high standards of customer service.

• Supervised 10+ staff members and maintained compliance with hotel protocols.

• Conducted routine security checks and supported guest safety.

• Handled operational issues and maintained continuity throughout night shifts.

Night Auditor | 07/2017 – 04/2018

SAVANNAH SUITE HOTEL & RESORT — Abuja

• Reviewed guest account transactions for accuracy and completeness across 200+ transactions nightly.

• Managed shift handovers and ensured smooth transitions between shifts.

• Completed night audit and financial reports for 150+ transactions per shift.

• Oversaw cashiering duties and reconciled cash flow discrepancies.

• Completed end-of-shift financial reconciliation and maintained balanced ledgers.

Statistical Officer (NYSC) | 01/2015 – 01/2016

EDO STATE UNIVERSAL BASIC EDUCATION BOARD — Edo State

• Prepared and compiled documents for data entry with high accuracy.

• Verified data and corrected inaccuracies across large records.

• Performed data entry and data cleaning for a database of 10,000+ entries.

• Protected confidential organizational information during data-handling processes.

• Generated weekly and monthly reports on data trends and performance.

EDUCATION

• HND, Computer Science — Federal Polytechnic Idah, Kogi State (2013)

• ND, Computer Science — Federal Polytechnic Idah, Kogi State (2009)

• WASSCE — Community Secondary School Umomi, Ofu LGA, Kogi State (2005)

• First School Leaving Certificate (F.S.L.C) — Q.I.C Primary School Umomi, Ofu LGEA, Kogi State (1999)

INTERESTS

Meeting people • Reading • Watching TV

REFERENCES

Available on request

PERSONAL DETAILS

Male | Date of Birth: 02/02/1987 | Married | Nigerian