AMARACHI RUTH EGBU

Phone: +2347069473603, +2349013526883
Email: amarachiruth74@gmail.com, amara091@outlook.com

Summary

Detail-oriented Customer Experience and Administrative Professional with hands-on experience in customer engagement, data collection, and operational support. Skilled in survey follow-ups, feedback documentation, report compilation, and relationship management with clients and service providers. Proficient in Microsoft Excel, reporting tools, and CRM systems, with strong analytical, communication, and problem-solving skills. Seeking to leverage expertise in improving service delivery and overall satisfaction as a Customer Experience Officer.

Skills Highlights

- Customer & Provider Engagement
- Feedback Collection & Survey Follow-Ups
- Data Analysis & Reporting
- Professional Telephone & Written Communication
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- CRM Platforms & Record-Keeping
- Relationship Management & Problem Solving
- Attention to Detail & Accuracy
- Multi-tasking in High-Volume Environments

Work Experience

Administrative Support/Operations Coordinator April 2025 – Dec. 2025
OFẼ ÙTÓ Restaurant, Lekki, Lagos

- Coordinated daily operations to ensure smooth workflow and timely service delivery.
- Supported process improvement initiatives that enhanced service quality and customer satisfaction.
- Supervised staff and ensured adherence to procedures and performance standards
- Maintained inventory records and coordinated timely supply replenishment.
- Collaborated with management to improve work processes and overall team productivity.

Admin. Operations Supervisor July 2025 – Sept. 2025
Ace Grills and Chops, Lekki, Lagos

- Oversaw daily front- and back-of-house operations, ensuring smooth service flow and adherence to organizational standards.
- Coordinated staff schedules, assigned duties, and supported performance improvement.
- Handled customer inquiries and resolved complaints promptly, maintaining a welcoming dining atmosphere.
- Monitored inventory levels, coordinated with vendors, and ensured proper stock management.
- Maintained documentation for operations, staff reports, and stock usage

Operations & Admin. Manager (*Self-Owned Business)* Feb. 2022 - Present
Amy Kitchen, Lagos

- Oversee all aspects of the business operations, including planning, execution, and evaluation of business strategies.
- Plan and execute catering for various events, ensuring all logistical aspects are handled efficiently, from menu planning to service delivery.
- Develop and implement marketing strategies to attract new clients and retain existing customers, including digital marketing, social media campaigns, and customer loyalty programs.
- Negotiate contracts and manage relationships with suppliers to ensure timely delivery of high-quality ingredients and supplies.
- Ensuring the highest standards of food quality, safety, and hygiene are maintained at all times.

Office Assistant/Desk Officer *(NYSC)* Jan. 2023 - Nov. 2023
Public Complaints Commission, Federal Secretariat, Abeokuta, Ogun State

- Received, documented, and processed public complaints, ensuring accurate data entry and record tracking.
- Organized physical and electronic filing systems for easy retrieval and secure storage.
- Assisted with report preparation and summary documentation for senior officials.
- Managed office duties including photocopying, scanning, faxing, and supply monitoring.
- Maintained confidentiality of sensitive records and adhered to administrative protocols.

Front Desk/Receptionist Sept. 2020 - April 2022
Empire Hotels and Suites, Owerri

- Efficiently received and registered guests upon arrival, ensuring a smooth check-in process and providing a welcoming first impression.
- Handled room reservations and managed bookings through the hotel's reservation system.
- Responding to guest queries and requests both in-person and by phone, providing prompt and courteous service.
- Processing guest payments and handling cash transactions accurately, ensuring proper billing and receipt issuance.
- Performing various administrative duties, such as managing incoming calls, handling correspondence, and maintaining front desk supplies.

Retail Sales Assistant May 2014 - Jan. 2015
Titanic Shoes and Bags, Lagos

- Processed sales transactions accurately and efficiently using the point-of-sale system, ensuring a smooth and quick checkout experience for customers.
- Maintained an in-depth understanding of the store's products, including features, benefits, and pricing, to effectively answer customer questions and make recommendations.
- Assisted with inventory management, including receiving deliveries, unpacking products, and conducting regular stock checks to prevent shortages or overstock.
- Addressed and resolved customers' complaints and issues promptly and courteously, ensuring a positive shopping experience.
- Achieved and exceeded individual and store sales targets through effective selling techniques and excellent

Sales Representative Aug. 2013 - May 2014
Graceful Look Boutique, Lagos

- Welcomed customers to the boutique with a friendly and professional demeanor, ensuring a positive first impression.
- Provided detailed information about products, including features, pricing, and benefits, to help customers make informed purchasing decisions.
- Processed sales transactions efficiently and accurately, using the point-of-sale system to handle cash, credit card, and other payment methods.
- Helped maintain and create attractive and organized product displays, ensuring the boutique's aesthetic appeal aligns with brand standards.
- Responded to customer inquiries and resolving issues or complaints swiftly and politely, improving the overall customer experience.

Education

B.Ed. (Second Class Upper) - Business Education 2019
University of Nigeria Nsukka, Alvan Ikoku Campus- Owerri

Senior Secondary School Certificate (SSCE/WAEC) 2013
Sunfab College, Lagos State

References

Available upon request