NWACHUKWU FLORENCE EZIAHA

Phone: **+234 813 024 4368** | ***Email:*** florencenwachukwu666@gmail.com | ***Location:*** Abia State, Nigeria

Work Authorization: Requires LMIA/Work Permit Sponsorship. Willing to Relocate.

PROFESSIONAL SUMMARY

Hardworking and versatile Food Service Professional with ***12+ years*** of experience in restaurants, bars, and food production in Nigeria. Multi-skilled in commercial cooking, line cooking, bar service, customer service, dishwashing, housekeeping, and food processing. Known for preparing quality meals, maintaining high food safety standards, and delivering excellent customer service in fast-paced environments. Seeking a ***Cook / Kitchen Supervisor / Kitchen Helper / Food Service Worker*** position in Canada with an employer willing to provide LMIA/work permit sponsorship. Willing to complete Canadian FoodSafe Level 1 certification.

KEY SKILLS

Commercial Cooking | Nigerian & Continental Cuisine | Line Cooking | Food Safety & Sanitation | Dishwashing | Bar Service & Bartending | Customer Service | Order Taking & POS | Cash Handling | Housekeeping | Inventory & Stock Control | Food Processing & Packaging | Quality Control | Teamwork | Fast-paced Kitchen Operations

WORK EXPERIENCE

Chef

***De Bush Organic Restaurant and Bar* |** Umuahia, Abia State, Nigeria

May 2025 – Present

- Prepare and cook Nigerian and continental meals for dine-in, takeaway, and home delivery customers

- Serve as Kitchen Helper: wash dishes, clean kitchen equipment, and maintain sanitation standards

- Work as Bar Attendant: serve drinks, manage bar stock, handle cash transactions, and keep bar area cleanl

- Take customer orders, process payments, and provide excellent front-of-house customer service

- Coordinate food delivery orders and ensure timely service to customers

- Assist with inventory, food storage, and maintaining a clean and safe work environment

Field Officer / Daily Contribution Officer

***Poverty Overcomers Co-operative Thrift and Credit Society Limited* |** Nigeria

Nov 2023 – May 2025

- Managed daily contributions for 50+ market traders with 100% accuracy in cash collection and record keeping

- Provided customer service, educated clients on savings, and ensured compliance with KYC/NDIC guidelines

- Processed daily cash reconciliation and bank deposits

- Built strong customer relationships resulting in 95% retention rate

Production and Packaging Operative

***Nadis Cashew Company Limited* |** Nigeria

May 2019 – Nov 2023

- Operated food processing and packaging equipment following health and safety standards

- Sorted, cleaned, weighed, packed, and sealed cashew nut products for distribution

- Performed quality control checks for weight, packaging integrity, and labeling

- Maintained clean production area and met daily production targets

Kitchen Staff / All-Round Restaurant Worker

***Jossy Bar and Restaurant* |** Osisioma, Aba, Abia State, Nigeria

Feb 2011 – Jan 2018

- *Cook & Line Cook*: Prepared Nigerian dishes, soups, stews, and bar snacks for large customer volumes. Managed portion control and food quality

- *Bar Attendant*: Served alcoholic and non-alcoholic beverages, managed bar inventory, and handled cash sales

- *Customer Service*: Took customer orders, attended to guests, handled complaints, and ensured customer satisfaction

- *Kitchen Helper / Dishwasher*: Washed dishes, cookware, and kitchen equipment. Followed proper food safety and hygiene procedures

- *Housekeeping*: Cleaned dining areas, kitchen, and restrooms to maintain restaurant cleanliness standards

- Supported daily restaurant operations in a busy, multi-role environment

EDUCATION

West African Senior School Certificate Examination (WASSCE)

Ozaa Umuegbu Comprehensive Secondary School | May/June 2010

CERTIFICATIONS

- Willing to complete *Canada FoodSafe Level 1* upon arrival in Canada

ADDITIONAL INFORMATION

- *Languages*: English - Fluent

- *References*: Available upon request