Emmanuel Igoh

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Objective

Results-driven, adaptable professional with about 8+ years across hospitality, operations, customer service, and administration. I have a BSc in Geography and Environmental Science from the University of Calabar. My strengths are team supervision, service standards and SOP enforcement, complaint resolution, cost and waste control, and records and reporting.

Work Experience

Lounge Manager June 2024 – September 2026
Hillsbay Hotel

- Oversee daily lounge operations, from opening to closing, ensuring smooth service flow, cleanliness and readiness for guests.
- Lead, schedule and supervise a team of bartenders, waiters and support staff, with regular briefings, training and performance reviews.
- Maintain high service standards and resolve guest complaints promptly to boost satisfaction and repeat patronage.
- Manage inventory and purchasing of drinks and supplies, conducting regular stock counts to minimize wastage and loss.
- Reconcile daily sales, POS and cash transactions accurately, and prepare sales reports for management.
- Enforce hygiene, health, safety and responsible alcohol service standards across all shifts.
- Plan and coordinate promotions, events and themed nights, working with other hotel departments to drive revenue.

Administrative Officer September 2023 – May 2024
Neon Realtors (HFP Eastline Shopping Complex)

- Oversee administration for a commercial complex of 3,000+ shops, coordinating tenant services, records, and office operations for Neon Realtors.
- Manage procurement, vendors, and service contractors for security, sanitation, and other facility services, monitoring performance against agreed standards.
- Administer electricity services, including prepaid meter supply, sale of units, and tenant billing and payment records.
- Coordinate HR administration for admin, security, and sanitation staff, including recruitment, rosters, attendance, and performance records.
- Prepare budgets, control costs, track licenses and safety compliance, and deliver management reports on operations, revenue, and staffing.

Customer Service Representative(Remote) February 2022 – August 2023
OyaNow Logistics, Lagos

- Maintained customer records and processed service requests.
- Resolved complaints and ensured timely issue resolution.
- Managed large volumes of customer inquiries and calls.
- Built strong client relationships through effective communication.

Sales and Human Resources Intern November 2021 – January 2022
Riveton Homes and Properties

- Support the sales team with lead generation, client follow-ups, and inquiries through calls, emails, and walk-ins.
- Assist with property viewings and site inspections, and prepare brochures, listings, price lists, and sales presentations.
- Maintain client databases and sales records, and support documentation for offers, allocation letters, and payments.
- Assist with recruitment, including posting job ads, screening CVs, and scheduling interviews.
- Support onboarding and maintain employee records, attendance, and leave tracking.
- Draft HR letters, memos, and notices, and prepare weekly reports for sales and HR supervisors.

Restaurant Supervisor August 2019 – July 2021

Tee Dreams Bar and Restaurant

- Supervised staff operations and delegated daily tasks.
- Maintained service quality and resolved customer complaints.
- Ensured compliance with hygiene and safety regulations.

Data Entry Officer (IT) February 2018 – August 2018
Nigerian Meteorological Agency (NiMet), Calabar

- Maintained databases and organized operational data.
- Produced reports and visual summaries for departments.

Room Service Waiter/Event Coordinator October 2016 – January 2018
Transcorp Hotel Calabar

- Oversaw event setup, execution, and breakdown.
- Ensured compliance with health, safety, and fire regulations.
- Planned event logistics: venue setup, seating arrangements, timelines.
- Served food and beverages promptly and professionally.
- Checked in on guests and handled requests during the meal.
- Processed bills and payments accurately.
- Cleared and reset tables.
- Upsold menu items (specials, drinks, desserts).

Education

Geography and Environmental Science February 2017 – November 2021
University of Calabar **Senior Secondary Certificate Examination (SSCE)**
All Saints' Secondary School September 2008 – 2014

Training and Certifications

Hotel Operations, Sales Strategy and Customer Engagement in Hospitality
HIBS SOFTECH CONSULTANT 2025

- Completed

Certificate in Human Resources Management(CHRM) 2024
Ofi International

- Completed

Certificate in Human Resources Management(CHRM), Branding and Integrating Technology in the Workspace. 2023
Riveton Homes and Properties

- Completed

Certificate of National Service
National Youth Service Corps(NYSC)

- Completed

Skills

- MS Office (Word, Excel, PowerPoint, Outlook).
- Administration and records management; facility and operations management; vendor, procurement, and contract coordination; budgeting, expense reporting, and cost control.
- CRM and ticketing tools (Spreadsheet, eddress, Doroki, Google Maps, Screening Eagle and other GIS systems)
- Remote work tools, including VPN.

References

Available upon request.