INGWEYE MERCY SAMSON

N0. 9. Bolarinwa Street, Ikotun, Lagos State, Nigeria.
Phone No: 09065980709
E-mail:ingweyemercy@gmail.com

PROFESSIONAL SUMMARY

Friendly and enthusiastic personnel that adapt at operating in fast-paced environments with demanding objectives for sales, service and quality. Talent for adapting to changing menus and policies, as well as handling customer issues. Analytical problem-solver adapt at managing time and preparing for future guests with efficient side work. Committed to continuous learning and staying up-to-date with industry trends to provide innovative solutions.

EDUCATION

- **Abia State Polytechnic, Aba, Abia State.** Sept. 2020- Dec 2022
  Business Administration And Management
  Higher National Diploma (HND)

- **Abia State Polytechnic, Aba, Abia State.** Sept.2017-Dec 2019
  Business Administration And Management.
  National diploma (ND)

- **Bridges College (Iju Ishaga, Lagos).** Sept. 2015- June 2017
  West African Examination Council (WAEC) SSCE

- **Marvy Nursery and Primary School (Iju Ishaga, Lagos)** Sept 2008- Aug.2014
  First School Leaving Certificate F.S.L.C

SKILLS AND COMPETENCES

Excellent communication skills. Strong problem-solving abilities Empathetic and customer-centre approach. Proficient in technical tools and software, deep industry knowledge and expertise, proven track record of achievements. Flexible and adaptable to changing demands and Effective time management and multitasking skills.

INDUSTRIAL EXPERIENCE

RECEPTIONIST February 2017– June 2019
Trace Garden Hotel, Aba.

- Maintained a positive, customer-first attitude to exceed weekly .
- Answers calls and directed enquiries professionally.
- Manage front desk, welcome guest and handle check-in and check -outs.
- Cleaned and maintained organized reception area.

CASHIER Sept.2022- April 2023
Market Square (Lagos)

- Managing transaction with customers using cash registers.
- Scanning goods and ensuring pricing is Accurate.
- Collecting payment whether in cash, transfer or card
- Maintain clean and tidy checkout areas

SALES REPRESENTATIVE & TEAM LEADER October 2023- May 2026
Fruity Life Enterprise (Lagos)

- Lead sales team to achieve monthly targets.
- Engage customers and promote products effectively.
- Train new team members on sales technique

SKILLS

Computer Literate
Skilled Documentation
Good Teamwork and Collaboration
Time Management
Ability to work with little or no supervision
Effective Communication Skills

INTEREST

- Cooking
- Football
- Travelling
- Reading

REFERENCES

Available on request