JACINTA CAMILUS ILOH

Customer Service Professional | Cashier | Sales Representative | Front Desk Officer

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SUMMARY

A highly motivated, customer-focused and results-driven professional with over five years of combined experience in cash handling, sales operations, customer service, team supervision and front desk administration. Skilled in delivering excellent customer experiences, managing daily business operations, resolving customer concerns and maintaining accurate financial and administrative records. Brings strong communication, organization and problem-solving abilities, with a commitment to professionalism, efficiency and customer satisfaction.

CORE COMPETENCIES

Customer Relationship Management, Cash Handling & POS Operations, Sales & Product Promotion, Front Desk & Reception Management, Team Supervision & Coordination, Complaint Resolution, Hotel Reservations & Guest Relations, Inventory & Stock Monitoring, Record Keeping & Documentation, Telephone & Email Etiquette, Administrative Support, Microsoft Word & Excel, Communication & Interpersonal Skills, Time Management & Multitasking

EDUCATIONAL QUALIFICATIONS

Higher National Diploma (HND), Mass Communication 2022 – 2024
Heritage Polytechnic

National Diploma (ND), Mass Communication 2020 – 2022
Heritage Polytechnic

WORK EXPERIENCE 1

Front Desk Officer / Receptionist 2023 – 2026
Grace Gardens Hotels

- Welcomed guests warmly and professionally, creating a positive first impression and assisting with their enquiries throughout their stay.
- Managed guest check-in and check-out, verified booking details and provided information on room types, rates, hotel facilities and policies.
- Handled room reservations, booking enquiries, confirmations, amendments and cancellations while keeping availability information up to date.
- Answered incoming calls, responded to emails and directed enquiries to the appropriate departments or staff members.
- Prepared guest bills, received or processed payments where authorized, issued receipts and maintained accurate transaction records.
- Coordinated with housekeeping to confirm room readiness, report maintenance concerns and respond promptly to guest requests.
- Listened to guest complaints, handled concerns calmly and professionally, and followed up to ensure satisfactory resolution.
- Maintained accurate guest information, reservation records, correspondence and daily front desk reports while protecting confidentiality.
- Communicated with housekeeping, maintenance, security and management to support smooth day-to-day hotel operations.
- Assisted guests with special requests, directions and information about available hotel services.

- Kept the reception area presentable, organized and adequately supplied, and handed over relevant updates between shifts.

WORK EXPERIENCE 2

Cashier / Sales Representative 2018 – 2021

Testimony Shopping Plaza

- Processed customer purchases accurately using cash, POS and other approved payment methods; issued receipts and handled refunds or exchanges in line with company procedures.
- Balanced the cash register, maintained daily transaction records and reported cash discrepancies promptly.
- Welcomed customers, identified their needs, recommended suitable products and explained product features, prices and promotions.
- Promoted products and special offers to support sales targets and encourage repeat business.
- Assisted with receiving, arranging, displaying, labelling and replenishing merchandise; monitored stock levels and reported shortages.
- Responded courteously to enquiries and complaints, escalating complex issues when necessary.
- Maintained a clean, organized sales area and worked with colleagues to provide efficient service.

Customer Service Officer / Supervisor 06/2021 – 07/2022

Industrial Training (IT)

- Attended to customer enquiries and complaints in person and by telephone, providing clear, accurate and timely information.
- Followed up on customer concerns, resolved routine issues and escalated complex cases to the appropriate manager.
- Coordinated daily customer service activities and monitored service delivery to ensure customers received prompt, courteous assistance.
- Guided team members on service standards, communication procedures and the professional handling of customer concerns.
- Helped allocate duties, monitor workflow and encourage teamwork and accountability among staff.
- Maintained customer records, feedback logs and service documentation; prepared updates on recurring issues and service performance.
- Collected customer feedback, identified service gaps and recommended improvements to enhance satisfaction.

REFERENCES

Available upon request.

PERSONAL ATTRIBUTES

- Professional, approachable and customer-oriented
- Honest, dependable and accountable
- Strong attention to detail and organizational skills
- Calm and effective when working under pressure
- Adaptable, proactive and willing to learn
- Able to work independently and collaboratively