MOROUNFE AJAYI

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CUSTOMER SERVICE OFFICER

Customer-focused professional with experience in hospitality and customer-facing roles. Skilled in handling inquiries, resolving complaints, processing transactions, and delivering excellent service in fast-paced environments. Strong communicator, reliable, and team-oriented.

CORE SKILLS

Customer Service • Client Relations • Communication • Complaint Resolution • POS & Cash Handling • Teamwork • Time Management • Attention to Detail

WORK EXPERIENCE

Clubbies, Governor's Road, Lagos (2024 – 2025)
Customer Service Officer / Waitress
• Attended to customers and resolved complaints professionally
• Ensured quality service and smooth daily operations

Eco Restaurant, Egbeda, Lagos (2024)
Cashier / Customer Service Representative
• Processed payments using POS systems and assisted customers
• Maintained accurate sales and cash records

Place2Be Hotel, Lagos (2023 – 2024)
Waitress / Customer Service Assistant
• Handled guest inquiries and ensured customer satisfaction

Planet Garden Hotels, Lagos (2021 – 2022)
Waitress
• Delivered professional service and built positive customer relationships

EDUCATION

Senior Secondary School Certificate (SSCE)
Shefun Comprehensive School, Lagos (2015 – 2018)

LANGUAGES

English • Yoruba

REFERENCES

Available on request.