



OGUNDELE, ISAAC TIMILEH

- Exposure to the travel and hospitality of customers, with a focus on customer satisfaction and service excellence.
- Understanding ethical considerations, including the impact of tourism on local/international and the importance of responsible travel.
- Proficient in effective communication and interpersonal skills for delivering high-quality customer service.

Professional Experience

OZE'S HIVE 'N' BISTRO RESTAURANTS. IBADAN, OYO STATE POSITION HELD: FRONT DESK OFFICER

2024 February- Till Date

Responsibilities:

- Interacting with Guests: Greeting, welcoming, and directing guests appropriately to ensure a positive first impression and a hospitable environment.
- Managing Bookings: Answering phone calls, maximizing bookings, and coordinating reservations to optimize the restaurant's seating capacity.
- Check-in and Check-out Procedures: Coordinating activities at the front desk to ensure efficient check-in and check-out procedures for guests, contributing to a smooth and organized dining experience.
- Seating Guests: Meeting, greeting, and seating guests to provide a warm and welcoming atmosphere, enhancing the overall customer experience.
- Taking Customer Orders: Assisting in taking customer orders to facilitate a seamless transition from arrival to dining.
- Administrative Support: Assisting with administrative tasks, such as reporting to management and managing customer interactions, contributing to the efficient operation of the front desk.
- Customer Interactions: Managing customer interactions and acting as a go-between for customers, ensuring that any concerns or inquiries are addressed promptly and professionally.

D & M PYRAMIDE HOTEL AND EVENT, IBADAN POSITION HELD: HOTEL SUPERVISOR/MANAGER

December, 2023- February 2024.

Responsibility:

- Managing and training housekeeping staff.
- Managing and training front seat staff, including Receptionist and concierges.
- Coordinating with food and beverage staff to ensure that guest are satisfied with dining experience.
- Conducting Regular inspections of guest rooms and public area to ensure cleaning and safety and standard are met.
- Ensuring that all safety and security protocol are followed.
- Monitoring inventory levels and ordering supplies has needed.
- Oversea the maintenance of the hotels facilities and equipment.

PERSONAL INFORMATION

Address:

No Sango eleyele road

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+2349066550963.

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WhatsApp:+2347037511017

SKILLS & ABILITIES:

- *Personal assertiveness in interpersonal relations.*
- *Photography/video editing*
- *Effective problem solving and decision making.*
- *Ability to cope with challenges and get results.*
- *Personal Initiative and self-motivator in project implementations as a team member and/or a Leader.*
- *Proficiency in Microsoft Word, Excel, Power point presentations, video editing, Photoshop etc*

FEDERAL AIRPORT AUTHORITY IBADAN, NIGERIA**Position Held: Aviation Safety Personnel/Travel Agent****November 2022 -November 2023. Nysc Program.****Responsibility:**

- Ensuring compliance with occupational health and safety.
- Going on a daily inspection/supervising.
- Identify and assess hazard, risks and control measures for a specific operation or process.
- Provide OSHA or SMS training if necessary.
- Going on the airside inspection
- Ensure that health, safety, and environment policies are followed.
- Conduct and inspect schools/student's excursion.
- Travel services, and ticket reservations.
- Investigate workplace accidents and injuries and refer them to the proper authorities.

CROSS RIVER STATE TOURISM BUREAU, CALABAR.**Position Held: Marketing /Hotels supervisor.****January 2019 - May 2021****Responsibility:**

- Marketing tourism destination.
- Promoting tourism destination/activities.
- Performing general office clerk duties and errands.

Hotel supervision /marketing

- Staff Management: Supervisors oversee and coordinate the work of hotels, including front desk clerks, housekeeping, maintenance, and restaurant personnel. They may hire, train, and schedule employees.
- Creating, maintaining, and entering information into database.
- Aiding with client reception as needed.
- Managing filing system.

CROSS RIVER STATE CARNIVAL COMMISSION**Position Held: Tour Guard / Census.****July 2018. 6 Months Internship Program On Tour Guard.****Responsibility:**

- Leading tourists to calabar boasts range, national museum, kwa falls, tinapa resort and cross river state national park.
- Plan and prepare appropriately the subjects and lessons.
- Assign reasonable assignment to students on an excursion.
- Maintain a safe, orderly environment conducive for learning.
- Undertaking research and planning tour.
- Transporting and accompanying tourists.
- Explaining the historical monuments and other places of interest, and ensuring the well-being and satisfaction of the tourist during their travel.

HEBRON COMPUTER SCHOO, CALABAR.

Position Held: Manager

January 2017 - April 2019

Responsibility:

- Oversee the rollout of user training.
- Controlling and evaluating IT and electronic data operations
- Oversee the installation and integration of ICT resources.
- Analyze information and computing needs within the organization.
- Undertaking research and planning.
- Overseeing the annual IT budget and ensuring cost-effectiveness.
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance

FUN-VIEW ENTERTAINMENT IN CONJUNCTION WITH THE NATIONAL TELEVISION AUTHORITY, CHANNEL 9, CALABAR.

Position Held: Media Crews - Camera Man/Editor

April 2013-oct 2022 Contract staff

Responsibility:

- Operating the camera to capture footage.
- Framing shots and adjusting camera settings.
- Ensuring technical quality of the footage.
- Assembling raw footage into a coherent story.
- Collaborating with the director and producers.
- Handling tasks such as color grading and sound editing.
- Adding visual effects to enhance the final product.
- Shaping the overall visual and emotional impact of the film or video.

EDUCATION

- **B.sc (Honor) TOURISM STUDIES.**

(Geography and Environment Science)

2016 - 2022

University of Calabar, Cross River State.

- **WEST AFRICAN EXAMINATIONS COUNCIL**

2009 - 2016

Framis secondary school ugep, Cross River State.

- **FIRST SCHOOL LEAVING CERTIFICATE**

1995 - 2007

Holy Ghost Nursery and Primary School Calabar, Cross River State

PROFESSIONAL CERTIFICATION:

- ✓ Certificates in Travel Agency.
- ✓ Certificate in Travel and Tourism Studies.
- ✓ Certificates in Photography Business.
- ✓ Certificates in Air Ticketing Business.
- ✓ Certificates in Global Social Entrepreneur
(Philanthropy University)

- ✓ Teaching English As a Foreign Language Course (120 Hours)
(TEFL Professional Institute -Teacher Record (2023)
- ✓ Certificate In human capital strategy
(philanthropy university)
- ✓ Certificate In Environment, Climate Change And Health For Practitioners And Actors Guiding Policy Change.
(WORLD HEALTH ORGANIZATION) (WHO) (2023)
- ✓ Certificates in Fire Extinguisher Safety.
- ✓ Certificate in Health Safety and Environment. (HSE 1, and 2)
(Obafemi Awolowo University Consultancy Service Centre .
- ✓ Certificate in Computer Proficiency.
(Obafemi Awolowo University Consultancy Service Centre .)
- ✓ Certificate In Advance Passenger Information
(International Origination Migration) (IOM)(2023)
- ✓ Certificate In Climate Change International legal Regime.
(United Nation Environment Programme)
- ✓ Certificate In Migration And Health: Enhancing Intercultural Competence And Diversity Sensitivity.
(World Health Organization) (WHO) (2023)
- ✓ Certificate in human resource management.
(Brentwood Open Learning College) (2023)
- ✓ Certificate In Digital Marketing. (2023)
- ✓ Certificate in Computer Operations and Internet Proficiency.
(Hebron Information Technology Tutors) (2016)

MEMBERSHIP:

- Member of the Lions Club Calabar, Nigeria.
- Member of the Diocese of Calabar Technical Crew Department, Calabar.
- Member of the Boys Brigade Nigeria
- Members of the Calabar tourism Bureau Union.
- Members of the Calabar Carnival Commission

REFERENCES: Available upon request