FASAKIN FAITH OREOLUWA

5, Progressive Estate Mowo Kekere, Ikorodu, Lagos State
09063999761 | theorefash@gmail.com

PROFESSIONAL SUMMARY

Dedicated and customer-focused professional with practical experience in hospitality, sales, and customer relations. Adept at resolving customer complaints, handling inquiries, and delivering exceptional service experiences. Strong communication, interpersonal, and organizational skills with the ability to thrive in fast-paced environments while maintaining professionalism and customer satisfaction.

CORE SKILLS

- Customer Relationship Management
- Complaint Resolution
- Communication & Interpersonal Skills
- Front Desk Operations
- Sales Support
- Team Collaboration
- Time Management
- Microsoft Office Proficiency

PERSONAL INFORMATION

Date of Birth	22nd August, 2001
Gender	Female
Marital Status	Single
Nationality	Nigerian

EDUCATIONAL BACKGROUND

University of Lagos
B.Sc. Public Administration 2025 – 2030 (In view)

Lagos State Model College, Igbokuta, Lagos State
SSCE | 2011 – 2018

Christian Heritage Academy, Lagos State
FSLC | 2005 – 2011

WORK EXPERIENCE

The Woodmarble Hotel – Customer Service Representative
93, Shipeolu Street, Shomolu Palmgroove, Lagos | 2023 – 2025

- Handled guest inquiries and complaints professionally, ensuring high customer satisfaction.
- Managed front desk operations including reservations, check-ins, and check-outs efficiently.
- Improved guest experience through prompt response to customer needs and requests.
- Maintained professional communication with guests and team members in a fast-paced environment.
- Contributed to repeat customer patronage through quality customer service delivery.

Omega Catering and Services – Sales Executive
2022 – 2023

- Built and maintained positive relationships with customers, contributing to customer retention.
- Responded promptly to customer inquiries and provided accurate product information.
- Supported sales growth through effective communication and customer engagement.
- Maintained accurate customer and transaction records.

REFEREES

Available on request.