

MERCY MUKORO

Result-driven Manager with 9+ years of experience driving operational efficiency, team growth and customer satisfaction across multiple industries.

-  mercyomukoro@gmail.com
-  +2348149279264, +2348089720030
-  linkedin.com/in/mercy-o-mukoro

WORK EXPERIENCES

-  **Administrative Manager**
S.EA Consulting
2023- 2024
Achievement/Task
 - Managed operations, communication copies, internal/external relations/conflicts, proposed/signed up partnership with businesses.
 - Developed training manuals, supervised staff.
-  **Administrative/Wellness Partner**
Ixora Yoga
2021- 2023
Achievement/Task
 - Build sustainable relationships and trust with both old and new clients through open interactive communication.
 - Book sessions to suit clients' and teachers' needs and schedules.
 - Counsel clients on a healthy lifestyle.
 - Listen to teachers' and clients' concerns to offer appropriate solutions.
 - Proposed and set up new businesses with corporate clients i.e hospitality firms.
-  **Guest Service Agent**
White Orchid Hotel (Ebonylife Place)
2020
Achievement/Task
 - Act as the first point of contact and offered physical/video tour
 - Achieved amicable resolution to guest concerns
 - Maintain clients relationship and customer satisfaction
 - Supervise front office operations and housekeeping service.
-  **Reservations Manager**
Epe Resort and Spa
2019
Achievement/Task
 - Answering enquiries about the facility.
 - Scheduling physical tour
 - Addressing concerns regarding reservations; and advising clients on procedures and policies
 - Negotiate corporate and individual bookings.
-  **Customer Service Personel | Content Creator**
Flora Homes Global Consult
2018
Achievement/Task
 - Handled customer complaints and provided appropriate solutions and alternatives
 - Created and distributed well-structured marketing copies used for promotion and advertisement.
-  **Marketing Teacher [NYSC]**
Notre Dame Girls High School
2016 - 2017
-  **Internships**
2014
Achievement/Task
 - DAAR Communications[AIT/Raypower] - News reporting and writing, Voice commentary, co-host.
 - The Nigerian Observer - News editing, Transcription.

EDUCATION

-  **B.A Mass Communication**
University of Benin
2015

SKILLS

- Communication
- Time Management
- Customer Service
- Listening
- Attention to Detail
- Highly Analytical

STRENGTHS

- Computer: Opera PMS, Canva, PowerPoint, Word, Social Media.
- Excellent oral and written communication skills.
- Ability to work effectively in a team and with minimal supervision
- Self-motivated, high level of discipline

VOLUNTARY SERVICES

-  **General Hospital**
2015
 - Served at the heart-to-heart centre, counselling and testing clients for HIV
 - Visited patients who needed help complying with health instructions
 - Managed conflicts.
-  **Playback Theatre**
2024
 - Facilitate Media Presentation/Drama classes for grade 3 and 7, helping them explore their creativity, confidence and develop good public speaking skills.

REFEREES ON REQUEST

LANGUAGES

- English 
- Yoruba 
- Ebira 

INTEREST

- Media and Entertainment
- Film Direction
- Meeting People
- Exploring Art and Craft
- Organisational Growth