

MERCY MUKORO

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



mercymukoro@gmail.com



+2348149279264, +2348089720030



linkedin.com/in/mercy-o-mukoro

WORK EXPERIENCES



Administrative Manager

S.E.A 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 Personnel | 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