

JACKSON ENIEBIET JAMES

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Professional Summary

Organized and self-driven professional with 7+ years of experience in Hospitality Management, Operations, and Customer Relationship Management, now transitioning into Cybersecurity & Cloud Security. Skilled in software security administration, identity & access management, compliance, and risk management, with proven ability to lead large teams and implement digital solutions. Adept at problem-solving, building strong relationships, and adapting to evolving organizational needs. Currently developing hands-on expertise in network security, IAM, cloud platforms, and security tools.

Core Skills

- Administrative Support: Calendar management, travel coordination, document preparation, and data entry.
- Customer Support: CRM tools (HubSpot), issue resolution and empathetic communication.
- Technical Skills: Microsoft Office Suite, AWS, Web Development, Visual Studio Code, Github, Google Workspace, Loom, Datadog, Slack, EPOS, Samba, Micros, Eazee Burp and Notion.
- Sale Expertise: Lead generation, Client relationship management, and Negotiation.
- Soft Skills: Time management, Confidentiality, Effective Communication, Adaptability, Emotional Support, Document Management, and Problem-solving.

Professional Experience

Cybersecurity And Cloud Computing Trainee

Digitalwitch_Community – Lagos, Nigeria.

June 2025 – Present

- Gaining hands-on experience in **Networking & System Security, Cloud Security, IAM, and GRC**.
- Learning security tools and technologies including [insert tools: e.g., Wireshark, Kali Linux, AWS Security Hub, Azure Security Center, Splunk].

- Building practical skills in **vulnerability assessment, incident response, and access management**

Operations Manager / Software Manager

Dagsville / Gordonsville by Escape – GRA, Port Harcourt, Nigeria.

June 2024 – August 2025

- Administered **software security and user access** for Eazee Burp, including permissions management and menu system updates.
- Led a team of 58 staff, implementing **SOPs, compliance training (AML, HACCP, ISO 22000, Fire Safety)**, and digital automation initiatives.
- Developed and enforced security protocols for QR code menu systems and internal digital tools.
- Implemented budget controls, vendor management, and compliance with **regulatory & safety standards**

Restaurant Supervisor

Slow / RSVP – VI, Lagos, Nigeria.

July 2023 – July 2024

- Supervised daily fine dining operations and premium guest experiences.
- Managed a team of 24+ front-of-house staff with training in service etiquette and SOPs.
- Conducted daily briefings, oversaw service presentation and ambiance.
- Maintained inventory and ensured compliance with health and hygiene regulations.

Key Achievements:

- Elevated guest satisfaction scores significantly.
- Managed high-profile events for VIPs and celebrities.
- Reduced service errors through effective team training.

Customer Service Supervisor

GUO Logistics Ltd – Lekki Phase 1, Lagos Nigeria.

April 2023 – July 2023

- Supervised the junior staff performances.
- Handled customer Complaints.
- Handled customers' bookings.
- Professional complaints resolved to maintain satisfaction from both the dispatchers & customers.
- Ensuring previous deliveries are attempted first before new deliveries.
- Ensured customers are updated about the status of their deliveries
- Inbound and outbound calls.

Floor Manager

HOV Restobar – Lekki Phase 1, Lagos, Nigeria.

December 2022 – March 2023

- Led FOH operations, managing staff schedules, reservations, and guest service quality.
- Ensured compliance with safety and hygiene protocols during peak periods.
- Worked closely with kitchen/bar teams to maintain service consistency.
- Liaise with the PROs and DJs to ensure guests' satisfaction.
- Implemented special occasions to be organized (Guest birthdays, Holidays, Group Celebration reservations), etc.

Key Achievements:

- Increased table turnover and revenue through effective floor coordination.
- Organized successful themed nights and private events.
- Mentored junior staff into team leaders.

Career Break

Parenting / Personal Assistant To An Event Planner

July 2022 – December 2022

Branch Manager

Dex Express Logistics – Ajah, Lagos, Nigeria.

December 2021 – July 2022

- Developed operational processes and onboarding routines.
- Developed new strategies for smooth and efficient deliveries.
- Increased customer retention by 45% via a loyalty rewards scheme.
- Maintained financial records and conducted staff welfare assessments.

Customer Service Representative

Dex Express Logistics – Ajao Estate, Lagos, Nigeria.

July 2021 – November 2021

- Handled customer Complaints.
- Handled customers' bookings.
- Professional complaints resolved to maintain satisfaction from both the dispatchers & customers.
- Ensuring previous deliveries are attempted first before new deliveries.
- Ensured customers are updated about the status of their deliveries
- Inbound and outbound calls.

Head Waiter / Restaurant Supervisor

Spades by Freshforte – Lekki Phase 1, Lagos, Nigeria.

November 2020 – May 2021

- Assigned service areas, ensured fine dining standards, and processed payments.

Education

National Diploma – Estate Management

Trinity Polytechnic | September 2018