

RA

RALPHANGEL ARCHER

EXPERIENCE

SUMMARY

Bilingual hotel operations manager with years of experience driving revenue growth and digital transformation across independent boutiques hotels and international chain hotels.

A track record of turning around underperforming assets by bridging the gap between hands-on management and high-level strategic consultancy.

Passionate about PropTech, I specialize in implementing automation and software solutions that boost ADR (Average Daily Rate), streamline operations and enhance guest experience without compromising a hotel's unique character.

An adaptable, results-driven leader focused on maximizing ROI (Return on Investment) and building efficient, scalable foundations for properties in transition or start-up phases.

PERSONAL INFO

• RESIDENCE

Arab Road, Kubwa, Abuja

• EMAIL

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• PHONE NUMBER

+234 708 085 0299

• GENDER

Male

GENERAL MANAGER

K & S LUXURY HOTEL (DR. CONGO)

**AVENUE GAZUMBU, NO. 4024/4025 KOLWEZI, CONGO - KINSHASA •
APR 2025 - MAR 2026**

- Develop, manage and analyze the annual budget, monthly financial reports and forecasts to ensure revenue goals are met and expenses are controlled.
- Maintain high visibility within the hotel, regularly interacting with guests to ensure a positive experience and to resolve any escalated complaints immediately.
- Work closely with the sales department and the revenue department to develop and execute sales strategies to maximize revenue across all market segments. (corporate, leisure, group)
- Champion the hotel's culture and ensure a positive, safe and inclusive work environment.
- Manage a team of department heads and indirectly supervises all hotel staff.
- More...

OPERATIONS MANAGER

VENMAC RESOURCES LTD (HOTEL MANAGEMENT/CONSULTANCY)

**OBA ADESOJI ANNEX, OPP NO 52 GWARINPA ESTATE, ABUJA FCT, NIGERIA •
JAN 2024 - MAR 2025**

- Deploy to properties managed by our company experiencing performance dips, brand standard erosion or pre-opening chaos. Stabilize the ship, mentor the local leadership and implement a recovery plan.
- Conduct deep-dive "health checks" on properties. Go beyond the P&L; audit the culture, the digital reputation (sentiment analysis), the physical plan and the workflow ergonomics.
- More...

MANAGER

70N DUTSE STREET HOTEL

**NO.7 DUTSE STREET BY TANTALIZER, OLD GARKI MARKET, ABUJA FCT, NIGERIA •
SEP 2022 - DEC 2023**

- Oversee all day-to-day operations, ensuring the hotel runs smoothly and efficiently 24/7.
- Engage with the local community to promote the hotel as a premier destination for dining, events and stays.
- Develop & Implement training programs to improve service standards.
- More...

PROFESSIONAL SKILLS

- Hotel operations and management
- Pre-opening & project management
- Strategic and commercial acumen
- Consulting & advisory expertise
- Intercultural competence

TECHNICAL SKILLS

- Property Mgmt. Software
 - ✓ Ezee Absolute
 - ✓ Ezee Frontdesk 7.0
 - ✓ Djubo & Mews
- Channel Management
 - ✓ SiteMinder
- Online Travel Agencies
 - ✓ Booking.com
 - ✓ Airbnb & Expedia
 - ✓ Tripadvisor
- Revenue Mgmt. Systems
 - ✓ IDEaS
 - ✓ Rainmaker
- Customer Relat. Mgmt. System
 - ✓ Salesforce
 - ✓ Revinate
- Online Reputation Mgmt.
 - ✓ TrustYou
 - ✓ ReviewPro
- Point of Sale
 - ✓ Square (restaurant)
 - ✓ Aloha (F&B outlets)
- Financial Software
 - ✓ Sage
- Social Media Mgmt.
 - ✓ Meta business suite
 - ✓ Instagram
 - ✓ Tiktok
 - ✓ WhatsAPP business
- Administrative Tech
 - ✓ IOS & Android
 - ✓ Ms Office Suite

LANGUAGE SPOKEN

- **English** - Fluent
- **Igbo** - Native
- **Hausa** - Native

NIGHT DUTY MANAGER

HOTEL QUO VADIS

4 TARWA CLOSE OFF MONROVIA STREET, WUSE II ABUJA FCT, NIGERIA • FEB 2021 – AUG 2022

- Oversee the accurate completion of the Night Audit process, including the verification of daily transactions, posting of room charges and balancing of accounts.
- Prepare and distribute daily operational and financial reports to senior management (e.g., occupancy reports, revenue summaries).
- Supervising all overnight staff, ensuring tasks are completed to standards.
- Act as the senior point of contacts for all overnight guests, handling check-ins, check-outs and special requests.
- Manage room allocations and inventory to maximize revenue and accommodate late arrivals/early departures.
- More...

PUBLIC RELATION

DTOLZ VILLA & HOSPITALITY (HOTEL)

PLOT 552E BELLAVUE RESIDENCE, LIFE CAMP, ABUJA FCT, NIGERIA • NOV 2019 – JAN 2021

- Collaborate with the marketing team to create high-quality written and visual content (blog posts, newsletter features, guest stories) that aligns with the hotel's brand voice.
- Develop pre- and post-event publicity strategies for hotel happenings, including seasonal celebrations (e.g., Christmas, valentine's day).
- Liaise with VIP guests, dignitaries and celebrities during their stay to ensure privacy and a flawless experience, often coordinating with security and management.
- More...

RECEPTIONIST

BOLINGO XPERIA HOTEL

INDEPENDENCE AVENUE, GARKI, MUNICIPAL, ABUJA FCT, NIGERIA • AUG 2018 – OCT 2019

- Warmly welcome guest upon arrival, manage the check-in/check-out process.
- Manage room bookings, modifications and cancellations through the property management system (PMS).
- Process guest payment, balance cash drawer & prepare end of shift report.

EDUCATION

BASIC CERTIFICATE COURSE (BCC), FUNDAMENTALS OF MINISTRY • 2021 • WORD OF FAITH BIBLE INSTITUTE, ABUJA FCT, NIGERIA.

DIPLOMA, INFORMATION TECHNOLOGY (IT) • 2018 – 2020 • SURFNET ICON TECHNOLOGY, ABUJA FCT, NIGERIA.

NATIONAL DIPLOMA (ND), CHEMICAL ENGINEERING • 2014 - 2016 • FEDERAL POLYTECHNIC BIDA, NIGER STATE, NIGERIA.