**SAMUEL BENSON**

Senior Operations Manager

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**PROFESSIONAL SUMMARY**

Experienced senior operations manager with a proven track record in strategic business development and over 13 years' experience; internal auditing, account management, office administration, and extensive research. Adept at driving strategic excellence, optimizing efficiency, and enhancing profitability through meticulous strategic development. Strong analytical abilities, exceptional attention to detail, and excellent interpersonal skills for fostering robust relationships with stakeholders.

**WORK HISTORY**

**Senior Operations Manager,** Samovich Global Resources **Abuja, NG**

August 2022 – Current

* Oversee day-to-day operations for efficient weekly and monthly portfolio performance reviews.
* Develop and implement strategies for enhanced productivity, profitability, and customer satisfaction.
* Lead and manage operations staff to meet targets and objectives.
* Analyze KPIs, identify trends, and drive improvement initiatives for portfolio companies, collaborating seamlessly with other departments.

**Business Development Manager**, Andremovich Chemicals Limited **Abuja, NG**

January 2019 to August 2022

* Develop and implement sales strategies to achieve revenue growth and meet sales targets.
* Identify new business opportunities through lead generation, networking, and effective Enterprise Risks Management (ERM).
* Manage client relationships, ensuring satisfaction and retention of existing customers.
* Conduct market analysis to identify trends, align offerings with company goals, and promote the ESG program for a cohesive approach across the portfolio. Collaborate with other departments for an integrated business development and sales strategy.

**Internal Auditor Manager**, Watercress Hotel **Lagos, NG**

August 2017 to January 2020

* Develop and implement internal audit plans, policies, and procedures for regulatory and organizational compliance.
* Manage auditors, ensuring timely completion of audits and recommending improvements to senior management.
* Present reports on audit findings, collaborating with departments to enhance internal controls and risk management using SAP.
* Improved work environment, achieving 40% fewer complaints and 60% higher crew satisfaction, leveraging OPERA & MICROS property management system.

**Office Administrator Officer**, Abax-OOSA Professionals **Lagos, NG**

July 2012 to July 2017

* Perform administrative tasks: answer phones, schedule appointments, and manage filing systems.
* Maintain accurate records: oversee employee files, financial records, and inventory tracking.
* Assist with event coordination: schedule events, prepare materials, and manage logistics.
* Manage supplies and equipment: handle ordering, organization, and maintenance of inventory.

**Portfolio Operations Officer (Hybrid),** Attic SolutionsNetwork **Port Harcourt,** **NG**

December 2005 **–** January2021

* Managed and oversaw operational aspects of investment portfolios.
* Maintained portfolio administration, trade execution, reconciliation, reporting, and cash management.
* Collaborated closely with portfolio managers, investment teams, and stakeholders for smooth portfolio management.
* Ensured compliance monitoring, portfolio analysis, rebalancing, corporate actions, relationship management, process improvement, risk management, and stayed updated on industry trends.

**EDUCATION**

**Post Graduate Diploma(PGD),** Strategic Management and Leadership, 2022-2023

New York Learning Hub, NY, USA

**Advance Certificate,** Strategic Studies and Policy Implementation, 2023

New York Learning Hub, NY, USA

**Bachelor of Science (BSc)**, Economics 2015 -2021

University of Lagos, Lagos, NG

**High School Diploma**: Secondary Education 2003 -2008

Great Trinity College, Lagos, NG

**International English Language Testing System (IELTS)** – Band 6.5, April, 2023 British Council

**AWARD AND ACHIEVEMENT**

Achieved the best manager of the year, Watercress Hotel. 2018

Achieved the best manager of the year, Andremovich Chemicals Limited. 2021

Certified hospitality services and Logistic, watercress Hotel. 2019

Modern Project Manager and Risk Training, Alison. 2022

**PUBLICATION**

Empowering Rural Africa: A Comprehensive Strategic Analysis of the Socioeconomic Benefits of Solar Energy Adoption.

Published by: <https://africatodaynewsnewyork.com/2023/12/20/benson-sheds-light-on-solar-energys-impact-in-rural-africa/>

Links:

<https://www.linkedin.com/posts/samuelubenson_benson-sheds-light-on-solar-energys-impact-activity-7143256515745943552-bm_7?utm_source=share&utm_medium=member_ios>

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