

ABDULLATEEF OKUBOYE

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SUMMARY

Strategic leader with 10+ years in operations and a Ph.D. in Management and Finance. Proven success in optimizing efficiency and steering cross-functional teams. Currently advancing data-driven decision-making through an MSc in Business Analytics.

RELEVANT WORK EXPERIENCE

Kaspersky

Assistant Manager

November 2019 - August 2023

- Oversaw budgeting and forecasting, enhancing financial efficiency through detailed expense reporting.
- Implemented training and incentive programs, boosting high performer identification by 25%.
- Improved operational efficiency by 20% through continuous monitoring and quality assurance.
- Executed human resource management, achieving organizational objectives through comprehensive policy enforcement.

Team Supervisor

September 2017 - November 2019

- Established operational SOPs, reducing consumer complaints from 65% to 10%.
- Led a team of ~100, achieving 4.5/5 employee satisfaction and expanding support globally.
- Drove delivery of contractual KPIs and financial expectations through detailed performance reports.
- Managed multiple regions concurrently and conducted staff training, increasing employee loyalty.

Consumer Analyst Team Lead

September 2015 - September 2017

- Established operational SOPs, reducing consumer complaints from 65% to 10%.
- Led a team of ~100, achieving 4.5/5 employee satisfaction and expanding support globally.
- Drove delivery of contractual KPIs and financial expectations through detailed performance reports.
- Managed multiple regions concurrently and conducted staff training, increasing employee loyalty.

American Express

October 2014 - September 2015

Authorization Officer

- Responsible for authorizing credit card charges made to a customer's account. Receives information from merchants and verifies, also checks for fraud. Receives credit application and approves or declines it based on applicant's credit standing.
- · Mobile Granting approval to merchants for charge processing, reversing authorized charges on credit cards.
- · Set up cases on possible fraudulent transactions on credit cards.
- · Verify credit standing of customer from information in files or credit checks.

Singtel

Team Lead

February 2013 - September 2014

- Responsible for managing a team to deliver timely excellent results and achieve key operational standards across all areas of the business.
- · Point of contact for facilitating improvement plans for the operations in accordance with the company's brand, product and service standards.
- · Provide business development support to the team focusing on finance
- · Review monthly reports from supervisors and team leaders, ensuring that their KPI's are met
- · In collaboration with HR, develop tools to ensure that the working environment is conducive for employees and contractors

- · Analyze data gotten from the information monitoring system and propose actions to management key trends for further action
- · Monitoring of SingTel service levels, recording statistics, user rates and the performance levels of the department
- · Ensuring Customer satisfaction and service maintenance.

Consumer Operations Support Officer

December 2012 - September 2013

- Responsible for ensuring excellent customer service and quality assurance
- · Point of contact for customer feedback and complaints
- · Developed a system for monitoring customer experience on product and services.
- · Support the marketing and sales team based on reviews from customer request

LEADERSHIP AND AWARDS

- Unsung Hero Awards, Kaspersky Lab Project, 2016.
- Award recipient: Merit of adherence Scicom (Msc) Berhad (2011), Malaysia up your service, Singapore telecommunications (2014).
- Ambassadors of Academic Excellence Awards, Nigerian Students Association UCSI, August 2012.

SKILLS & CERTIFICATIONS

Project Management, Time management, Leadership and Management, Communication and Interpersonal Skills, Critical Analysis, Innovative Decision Making, and Strategic Planning.

EDUCATION

Hult International Business School

Expected August 2024

MSc. Business Analytics Specialization

Limkokwing University of Creative Technology, Malaysia

August 2015

Ph.D. Management and Finance

UCSI University Kuala Lumpur, Malaysia

August 2012

MSc. Business Administration

University of Abuja

August 2008

B.Sc Business Administration