**EMMANUEL SUNDAY CHIJIOKE**

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Professional Summary

I am a passionate, innovative and experienced sales and business manager capable of planning, coordinating, executing and delivering result oriented distribution, channel, operations and customer services management strategies necessary for the growth - both in volume and in value - and profitability of a business - through existing territory and white space management - by coaching, leading and motivating teams to deliver on all agreed business goals.

It is my desire always to delight my customers - for business retention and repeat purchases - through mutually beneficial partnerships, impeccable customer service, order to fulfillment, efficient and effective delivery management systems, and good financial management practices; and also, by rewarding their performances at the end of the business cycle.

BUSINESS COMPETENCIES

•Distribution and Channel Management

• Territory Management and Sales Forecasting

• New and Existing Customers’ Business Development Strategies.

• Customer Service Management

• Budget Processing and Control

• Cost Controls Strategies

• P&L Management and Improvement

• Market Intelligence.

• Credit and Debt Recovery Management

• Sales Growth Strategies

• Staff Recruitment, Training, Coaching and Development

• Logistics and Warehouse Management

• Operations Management

• Business Performance Measurement and Improvement

• Stakeholders Management

• Competitive Procurement Management

Education

**LAGOS BUSINESS SCHOOL, PAN- ATLANTIC UNIVERSITY LAGOS, NIGERIA**

**Master of Business Administration (MBA)** **2010**

* General Management

**FEDERAL UNIVERSITY OF TECHOLOGY OWERRI, NIGERIA**

**Bachelor of Engineering (BENG),**  **2006**

* Electrical & Electronics Engineering(CGPA:4.16/5.00) : Second Class Upper Divison

Professional Experience

**DANGOTE FLOUR MILLS LAGOS, NIGERIA**

**Regional Sales and Customer Service Manager**, B2B & B2C **11/2017 – Present**

* Responsible for all the commercial operations leading to primary sales (with target achievement plan) into Lagos, West and East and Corporate regions.
* Created a business-tracking tool that achieved improved accuracy in sales and customer forecasting as well as a heightened understanding of current territory base business and future sales growth.
* Currently implementing a 12-month promotional plan, with top accounts, which allows supply chain and inventory planning to work more efficiently.
* Manage a diverse team of Territory Business Managers, Distribution Channel Account Managers, and Operations Program Managers
* Continuously training, coaching and developing FSM and FSO to improve their performances, establish goals and achieve objectives that tie into the Region's budgetary responsibilities
* Providing help and advice to customers using the organization’s products and services. Constant communications with updating customers with prices, special discounts, promos and rebates and leading to 90% company's products availability and visibility at their outlets through the country.
* Being a point of escalation for all customer service issues. Issues are escalated within 24 hours and closed within 48 hours leading to 93% resolution of all incoming customer requests and problems.
* Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by other departments. Persuaded 80% of cancelling customers to continue using company's products.
* Designed and implemented customer service procedures, policies and standards for the organization or department
* Actively identifying areas where processes and systems can be improved so that costs can be saved or revenue increased. Areas such as delay deliveries, complaints

**DANGOTE FLOUR MILLS LAGOS, NIGERIA**

**National Sales Operations Manager 02/2015 – 10/2017**

* Led and managed a successful sales support and operation teams and ensured that the team consistently meets or exceeds daily sales performance metrics leading to 100% sales growth for a 3-year period.
* Managed all order to cash processes, credit sales and reduced company’s exposures to less than 5%.
* Analyzed performance metrics data and leveraged it to effectively coach and develop the Sales Support team.
* Built strong client relationships and provided high value-adding services, resulting in an increase of 15% national company market share.
* Planned and implemented a higher standard for customer service – both internal and external customers- and increased efficiency by streamlining both back end and front end operations.
* Worked closely with the Director of Sales to develop and drive operational strategies through field data analysis and market intelligence with the field sales teams.
* Trained Field sales Managers on credit, debt recovery and account management practices to reduce process lags and enhance performance, efficiency and profitability.
* Planned, monitored and controlled Sales Operations budgeted expenses to ensure delivery of internal gross margin.

**DAMCO LOGISTICS LIMITED LAGOS, NIGERIA**

**Sales Manager 09/2014 – 01/2015**

* Directly participated in strategic business planning, market analysis, customer relationship development and contract negotiations for the Company.
* Managed existing clients and ensure service level agreements are met.
* Achieved sales targets and provided support that will continually improve their relationship with clients.
* Grew customer based by 10% and retained existing accounts by presenting new solutions and services to clients.

**OLAM INTERNATIONAL LIMITED LAGOS, NIGERIA**

**Branch Operations Manager 09/2010 – 03/2014**

* ***BUDGET MANAGEMENT***: Managed annual budget administration of over $4.5 million including disbursement and accounting of monies for inventory, supplies, resources, and equipment; directed all internal audits for compliance with all organizational policies and procedures, and all contractual agreements.
* ***INVENTORY & STOCK CONTROL***: Planned, coordinated, and monitored the storage, safety, location verification, and inventories for assets valued in excess of $15 million annually. Oversaw all wall-to-wall inventories; managed and coordinate random counts, daily, weekly, and on a monthly basis for all inventories and provide reports and updates concerning physical inventory discrepancies.
* ***TRANSPORTATION MANAGEMENT***: Accountable for planning, researching, coordinating, and executing comprehensive logistics strategies for the transportation and distribution of supplies within and outside the Nigeria utilizing both internal and external sources; managed and oversaw all transportation schedules, routes, and movement requirements.
* ***PROGRAM/VENDOR MANAGEMENT***: Recruited, managed and supervised the work efforts of 15 C n F agents and 10 Shipping lines ( and local couriers companies) assisting customers with monitoring shipments of cargo being shipped to Turkey central warehouse and worldwide utilizing the Online Cargo tracking system. Oversaw the daily, weekly and monthly evaluations of performances based on the agreed service level.
* ***ADMINISTRATIVE MANAGEMENT***: Managed the creation, execution, monitoring, and completion of shipping documents (Commercial Bills of lading (CBL) and other Government documents for both export and import operations.
* ***LEADERSHIP***: Supervised the work efforts of 45 staff members processing tasks for the support of logistics functions - shipping and warehousing; provide support training, and guidance to all activities, scheduling, and direction of work assignments to ensure that all logistics standards are met and maintained.
* ***QUALITY ASSURANCE MANAGEMENT***: Reviewed and analyzed the quality standard of all items received from suppliers and vendors and report/highlight any discrepancies to the procurement department and followed up to ensure contractual agreements are maintained.

PERSONAL SKILLS

* Creative and innovative, analytical, result oriented, team player and self-motivated
* Good knowledge and understanding of sales concepts, principles and practices
* Ability to demonstrate commitment to ethical standards and high level of integrity
* Excellent oral and written communication, Interpersonal and strong negotiation skills
* Good report writing and presentations skills
* Excellent data/problem analysis and solving skills
* Well-developed ability to manage multiple priorities
* Fluent in Igbo and Yoruba speaking

Additional Information

* Proficiency in Microsoft Office Suite, CRM & SAP SD
* Valid Driver's License and International Passport.
* A Football/Soccer and Technology enthusiast.