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| |  | | --- | | **Agunbiade, Oluwafemi Ayokunle.** | | **Tel : +2347087650763 *|* +23490978471744**  **e-mail: oluwafemi\_agunbiade@yahoo.com**  **Address: Block 129 Flat2 Jakande Estate Isolo, Lagos** | | |  | | --- | | **Core Values** | | **P**ossibility  **I**ntegrity  **C**ontinuos Learning  **E**xcellence | | |
| **Career Objective-** To go the extra mile to ensure total quality service delivery in the quest for excellence   |  | | --- | | **Profile** | | **STATE OF ORIGIN :** Ondo State  **PLACE OF BIRTH:** Lagos State  **GENDER:** Male  **MARITAL STATUS:** Married  **DATE OF BIRTH :** 25th October, 1985 | | | |
| |  | | --- | | **Work Experience** | | **October 2009-2011**  **Analog Ventures limited**  **105 Ikorodu road Jibowu Yaba Lagos.**  **Customer Care Officer (Part Time)**   * Picking and directing calls to the appropriate channel * Data Generation, Correlation and Analysis * Data Conversion and Report writing * Advising and putting customers through * Receive inquiries and complains through mails and replying via mail also. * Making sure the company’s inventory is up to date.   **October2012- October 2013**  **Jadeas Trust Library**  **Administrative Officer (NYSC)**   * Coordination of day to day activities. * Ensure procurements of books are done as at when due. * Assist with preparation of the budget. * Ensure data is entered into the system. * Administer employment agreements. * Manage the filing, storage and security of documents. * Respond to inquiries. * Manage the repair and maintenance of computer and office equipment.   **2014 March-2014 July**  **Stanbic IBTC Bank ( Financial Institution)**  **Martins Street Branch, Lagos Island**  **Personal Banker**   * Motivate credit applications for facilities according to laid down procedures * Advice customers as well as prospective clients on all banking issues as well as financial matters.   Advice management on preferred changes in offering services to customers basing on their feedback.   * Maximize return from existing and new customers on banks product through cross selling offered by other business units. * Prepare facility letters after vetting from credit department within turnaround times * Portfolio management to ensure low risk and minimum write offs. * Explain products and procedures clearly and in a factual manner. * Identify cross-selling and migration opportunities and sell products/ services reactively * Develop and review sales plans to achieve sales budget/targets for personal banking team. * Monitor sales achievement of the team against set budget on a daily basis * Coach the sales team on product knowledge and making the most of cross-selling opportunities.   **2014 August-2018 February**  **Konga.com (E-Commerce,Supply chain)**  **N01 CIPM Avenue, Alausa, Ikeja.**  **Business Process Specialist/Warehouse & Admin Supervisor**   * Ensuring good service delivery to all customers. * Ensuring deliveries of all orders brought in within SLA period. * Ensuring all bottlenecks regarding orders are resolved. * Proper supervision of all sorting centers allocated to you. * Design a good reporting system to give visibility on the full warehouse and office operations. * Escalating issues regarding your operation when needed. * Adhere to documented operational processes and procedures. * Compliance on status updates and reporting. * Coordination of operations within DC (Distribution Center). * Resolution of queries and other bottlenecks that impact throughput. * Achievement of target delivered to ship ratios. * Future projections for deliveries. * Provide solutions on rate of returns. * Improve returned package handling and processes at K-Express fulfillment locations. * Designing a visibility tool to monitor return orders from merchants. * Developing process for work optimization. * Monitoring life cycle of return orders and ensure it’s under the SLA period. * Ensure processes are being adhere too. * Ensure proper updating of all orders back to final terminal status. * Designing relevant operational process across the entire unit of fulfillment operations. * Providing solution to rates of cancellations of orders. * Providing solutions to reduce inventory loss within the system. * Knowledge transfer on warehouse key process. * Continuous training and mentoring of staffs. * Cross functioning within the system and providing process support for warehouse operations. * Execution and management of special (Process Related) projects. * Managing and optimization warehouse working tools and GUI like Magento, SAP, Apejo,e.t.c   **2018 Febuary – June 2018**  **GMC Logistics (Logistics Company)**  **49 Adeniyi Jones, Ikeja.**  **Business Process Specialist**   * Evaluates the effectiveness of business processes and offers suggestions for improvement. * Develops project plans, communicates changes and may provide training to impacted business units * Studies operational and performance data to identify trends and opportunities for improvement.   2018 July - Till Date  **GMC Logistics (Logistics Company)**  **49 Adeniyi Jones, Ikeja.**  **Head Of Operations**   * Overseeing inventory, distribution of goods and facility layout * Managing quality assurance programmes. * Maintains receiving, warehousing, and distribution operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures. * Safeguards warehouse operations and contents by establishing and monitoring security procedures and protocols * Completes warehouse operational requirements by scheduling and assigning employees; following up on work results * Contributes to team effort by accomplishing related results as needed. | | | |
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| |  | | --- | | **Education and Training** | | Certification in Microsoft Certified Professional In Window XP (MCP) (Certified by Microsoft, U.S.A): -Training included; ***Networking skill, Presentation skill, Upgrading skills.*** – **2009**     |  |  | | --- | --- | | ***2011 till date*** | ***TERTIARY EDUCATION- B.sc , Computer Information Science & Applied Technology (2nd Class Lower)***  ***LeadCity University (Ibadan).*** |  |  |  | | --- | --- | | **1997 to 2004** | **SECONDARY EDUCATION – *West Africa Secondary School Certificate***  **Susan Martins Comprehensive High School, Mushin, Lagos State** | | **1991 to 1997** | **PRIMARY EDUCATION- *First School Leaving Certificate***  **Laurel Nursery and Primary School, Isolo, Lagos.** | |  |  | | --- | | **Personal Achievement(s)** | | **Training Attended - 2015**  **Title: *Supply Chain Management and Logistics***  • Ability to create a supply chain management Process.  • Skilled in identifying loop holes in logistics.  • Ability to create a turnaround in SCM.  • Skilled to acquire merchants and customers.  • Ability to sell e-commerce professionally.  **Training Attended – 2015**  **Title: Process Optimization**  **. Ability to create a working process to enhance productivity**  **. Creating a process to ensure high quality results.**  **. Using process to increase access to accurate information’s.**  **. Ability to use process to secure resources.** | | | |
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| **Activities and Interests** | |
| |  | | --- | |  |   Playing table tennis and Reading (Self-help/Motivational) | |

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| **Referees** |
| **Available on request** |