

# Kuzayet Samuel David

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## PROFILE

Motivated Project/Program Management Professional with expertise in project and event management, cross-team collaboration, and customer service. Proven ability to implement strategic initiatives that drive operational efficiency. Skilled in Agile and Waterfall methodologies, and familiar with tools like Jira, Figma, and Microsoft Office Suite.

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## CORE COMPETENCIES

- **Project Management** (Agile, Waterfall, Project Lifecycle)
  - **Operations Management** (Process Optimization, Resource Allocation, KPI Tracking)
  - **Customer Relationship Management**
  - **Budget Management & Cost Estimation**
  - **Cross-Functional Team Leadership**
  - **Change Management & Continuous Improvement**
  - **Brand Management** (Branding Strategies, Digital Marketing)
  - **Tools:** Jira, Figma, Canva, Mailchimp, Microsoft Office (Excel, Project, PowerPoint, Word)
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## PROFESSIONAL EXPERIENCE

### Operations Manager

*Wood Et AL, Abuja, Nigeria*

*January 2024 - Present*

- Developed and implemented operational strategies aligned with organizational goals, leading to a 15% increase in productivity.
- Conducted performance evaluations and training sessions, boosting team efficiency by 10%.
- Prepared and presented reports on operational performance to executive leadership.
- Enhanced production processes through workflow optimization and resource management.
- Managed project planning, execution, and completion, ensuring on-time delivery and budget adherence.

- Maintained compliance with health and safety regulations, reducing workplace incidents by 5%.
- Collaborated with finance, marketing, and IT teams to align operational strategies.

### **Program/Operations Manager**

*BottlegoniaNg, Abuja, Nigeria*

*June 2023 - December 2023 (Contract)*

- Led and managed all aspects of program and operations for an e-commerce platform.
- Optimized supply chain logistics, resulting in a 20% reduction in delivery times.
- Directed procurement, inventory management, and order fulfillment processes, ensuring seamless daily operations.
- Spearheaded promotional campaigns, leading to a 25% increase in revenue.
- Implemented quality control measures, ensuring product standards and customer satisfaction.
- Monitored KPIs and provided regular reports to senior management.

### **Quantity Surveyor**

*Oyez Crystal Limited, Abuja, Nigeria*

*December 2021 - May 2023*

- Estimated project costs for materials, labor, and resources, achieving 95% accuracy in cost projections.
- Defined project dependencies and created comprehensive project schedules.
- Conducted resource allocation assessments to prevent shortages and production delays.
- Collaborated with teams to establish project goals, scope, and deliverables.
- Identified opportunities for cost savings through material consumption analysis.

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## **EDUCATION & CERTIFICATIONS**

- **B.Sc. in Quantity Surveying**, Kaduna State University, 2021
- **Project Management Certificate**, Google (Coursera), 2023
- **Product Management Certificate**, AptLearn, 2023
- **Agile with Atlassian Jira**, 2024
- **Certifications** (Exford Global Consult Limited):
  - Project Management
  - Customer Service & Relationship Management
  - Human Resource Management
  - Health, Safety, and Environment (Levels 1, 2, and 3)

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## **SKILLS & INTERESTS**

- Time Management
- Problem-Solving
- Teamwork
- Adaptability

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## **REFERENCES**

Available upon request.