

Amaka Peace JIBUNOR

(Project & Digital Operations Management Executive)

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PROFILE SUMMARY

5 years of relevant experience across Business Development, Consulting, Digital Operations and Project Management, Digital People Management and Executive Assistantship across diverse business eco-systems including Real Estate, Tourism, Technology and Communication with a proven track record of contributing to overall productivity and optimization of processes and event with direct work relationship with key stakeholders, Senior Level Managers, Executives, Advisory Board and Board of Directors respectively.

SKILLSET

- Project Management – Zoho Project, Click-Up.
- Digital Marketing & Creative - SEMRUSH, ZOHO CAMPAIGN, CANVA, VN.
- Business Intelligence & CRM – ZohoCRM, ZohoMotivator, ZohoConnect, ZohoAnalytics, Excel, OTRS.
- People Mgt. – ZohoPeople, Slack.
- Visualization & Doc – MS Word, PowerPoint, ZohoSHOW, Zoho-WRITER.
- Inventory & Account – Carrot Suite, Zoho-Book, Zoho-Expense.
- Ticketing – GDS (SABRE).

ACHIEVEMENTS

- Project Management: Successfully managed cross-functional projects with up to 24 team members, enforcing strict adherence to Standard Operating Procedures (SOPs) to achieve planned goals and ensure on-time completion.
- Achieved an impressive 85% success rate, demonstrating a track record of delivering projects on schedule and within budget while maintaining the highest quality standards.
- Customer Follow-up: Increased customer loyalty by 70%, ensuring customers were satisfied

with company products and services through purchase follow-up calls, thereby reducing churn rate.

- Retention rate: Maintained a 70% retention rate thereby indicating positive service reactivation and win back.
- Maintained and operated automated collaborative reporting sheets and pipeline management systems for Enterprise Sales, Retail Sales, and Customer Advocacy Teams leveraging Google Sheets.
- Cleaned, structured, and optimized sales data for valuable insight.
- Actively grew a social media account by implementing strategies with clear goals.

EDUCATION

Bachelor of Arts and Education in Language Arts (Second Class Honours)

February 2019

Obafemi Awolowo University, Ile-Ife, Osun State, Nigeria.

Senior Secondary Certificate Examination (SSCE)

March 2013

Command Day Secondary School, Ojo Cantonment, Lagos State, Nigeria.

CERTIFICATIONS

- Project Mnaagement Basics – OLEREN November 2023
- Foundations of Project Management – Google November 2023
- Teacher's Registration Council of Nigeria February 2019
- Nigeria Data Protection Regulation Training March 2021
- Diploma in Customer Service – ALISON June 2020
- Google Digital Skills May 2020

LEADERSHIP EXPERIENCE

Project Leader, Shoe Store Africa

April 2017 – February 2019

- Raised several tens of thousands of Naira in cash and collected shoes worth approximately four million naira, to be distributed for free to those in need.
- Managing cash inflows and outflows.
- Keeping records of all financial transactions.
- Procuring items used for all outreach.

Vice President, Association of Education and Language Arts

April 2018 – February 2019

- Here, I assumed the position of a leader, mentor, and friend to students in the department. I was able to improve my interpersonal skills during this period and learned to be a follower.
- Oversaw the welfare of the students, and organized tutorials, and educative and entertainment programs.
- Represented the Association at official functions; oversaw other committees within the association.

WORK EXPERIENCE

CHIEF OF STAFF

October 2023 – Present

Vines Realty Afrique Limited.

Suite 4A, Dominion Plaza, Igbo-Efon, Lekki, Lagos.

- Gatekept and monitored the flow of multi-platform communications to and from the Office of the GMD.
- Communicated on behalf of the GMD.
- Aided in and ultimately ensured the timely completion of projects.
- Kept executives organized with logistics, meetings, and emails throughout the day.
- Managed the GMD's schedule, including scheduling meetings and planning travel.

- Provided department leaders with recommendations and consultation to improve teamwork across the organization.
- Assisted the executive team members in determining and prioritising business strategies based on their schedules.
- Determined key performance indicators and how to measure team performance.
- Anticipated the GMD's needs in advance of meetings, conferences, etc.
- Kept meetings focused and planning and coordinating them effectively.
- Provided hands-on support to transform ideas into reality and monitor their progress.
- Provided "gatekeeper" and "gateway" roles by providing a bridge for smooth communication between the MD and staff members, demonstrating leadership to maintain credibility, trust, and support with the Executive Team.
- Completed projects by assigning tasks to appropriate staff, including the Executive Team, on behalf of the GMD.
- Worked with the Board, Team Leads, and Brand Managers to coordinate the GMD's outreach activities. Followed up on contacts made by the GMD to cultivate ongoing relationships.
- Worked continuously to promote the culture of excellent customer service in supporting the GMD's brand and achievement of desired professional and personal goals and objectives.
- Acted on behalf of the GMD to answer inquiries.
- Steered strategic business initiatives from genesis to fruition.
- Evaluated and assisted in developing office policies and procedures for improved workflow and anticipated the organization's future needs.
- Addressed information requests, collaborated on projects both within and outside, and prepared various statistical and ad hoc reports and other support functions.
- Coordinated events and speaking engagements as they concerned the GMD and his brand, when necessary.
- Completed special projects and initiatives with skilful oversight and support.
- Operated efficiently at the lowest cost, stayed within approved budgets, and established appropriate reporting and control procedures.
- Ensured all documents were appropriately filed for ease of reference and efficient retrieval.
- Invested in building long-lasting relationships both externally and internally.
- Identified areas of improvement across the organization and made actionable recommendations.
- Petty cash management, disbursement and reconciliation.

- Oversaw strategic business initiatives, from development through successful execution, under the guidance of Management.
- Assisted and communicated with Management in decision-making, program management, and initiative implementation.
- Reviewed, designed, and executed improvements to organizational structure; found knowledge and skills gaps and helped address them
- Improved current processes and optimised organizational procedures for efficiency and productivity
- Served as liaison with staff, executives, and senior managers, regarding company climate, employee well-being, project updates, proposals, and planning.
- Developed and built relationships with all employees for increased efficiency and responsiveness of existing operations.
- Served as a subject-matter expert, handled inquiries, developed action plans, and assisted with the preparation and dissemination of communications.

PUBLIC RELATIONS OFFICER

July 2022 – Present

Vines Realty Afrique Limited.

Suite 4A, Dominion Plaza, Igbo-Efon, Lekki, Lagos.

- Ensured adequate and positive media coverage and acted as a media spokesperson for the organization when required (interviews, press conferences, and presentations).
- Strategically handled inquiries from the public, the press, and related organizations.
- Wrote, edited and reviewed media content and press releases on behalf of the organization.
- Regularly analyzed media coverage while ensuring adequate and positive media coverage at all times.
- Collaborated with the business development and digital marketing teams to create promotional content.
- Organized and attended PR activations to promote the company's image.
- Provided clients with information about new promotional opportunities and current PR campaign progress.
- Regularly organized and planned publicity strategies and campaigns.
- Established and maintained relationships with key internal and external stakeholders, especially media agencies.

- Focused on marketing the company through partnerships and advertising.
- Regularly prepared and submitted PR reports.
- Kept abreast of PR trends.

EXECUTIVE ASSISTANT TO THE MANAGING DIRECTOR

July 2022 – September 2023

Vines Realty Afrique Limited.

Suite 4A, Dominion Plaza, Igbo-Efon, Lekki, Lagos.

- Provided comprehensive support to the MD, and Board of Directors / Advisory Board, and managed the organization's office operations, including working remotely with the company's affiliates, overseas team, and MD's extra activities while handling all duties with integrity, professionalism, and confidentiality.
- Provided sophisticated calendar management for the MD by adequately planning and scheduling meetings.
- Prioritized inquiries and requests while troubleshooting conflicts; made judgments and recommendations to ensure smooth day-to-day engagements.
- Acted as a liaison and provided support to the MD and Board. Arranged and handled all logistics for Board meetings and events: scheduled meetings; drafted agendas; developed, compiled, and distributed presentation materials; and recorded meeting minutes.
- Completed a broad variety of administrative tasks that facilitated the MD's ability to effectively lead the organization, including assisting with special projects, and designing and producing complex documents, reports, and presentations.
- Served as the primary point of contact for internal and external constituencies on all matters pertaining to the MD, including those of a highly confidential or critical nature. Prioritized and determined the appropriate course of action, referral, or response, exercising judgment to reflect the MD's style and organization policy.
- Maintained open communication with the Vines Realty's team, and MD's other affiliates, including meeting regularly with operations and MD's Brand Manager and providing information/documents as required.
- Worked closely with the MD to keep abreast of upcoming commitments and responsibilities and followed up appropriately.
- Anticipated MD's needs in advance of meetings, conferences, etc.
- Coordinated travel, logistics arrangements, and itinerary preparation for local and

international travels.

- Coordinated all Executive Team meetings and retreats and assisted with staff meetings and events as needed.
- Provided "gatekeeper" and "gateway" roles by providing a bridge for smooth communication between the MD and staff members, demonstrating leadership to maintain credibility, trust, and support with the Executive Team.
- Completed projects by assigning tasks to appropriate staff, including the Executive Team, on behalf of the MD.
- Worked with the Board, Team Leads, and Brand Managers to coordinate the MD's outreach activities. Followed up on contacts made by the MD to cultivate ongoing relationships.
- Evaluated and assisted in developing office policies and procedures for improved workflow and anticipated the organization's future needs.
- Assisted in the vendor selection process and purchase of equipment, services, and supplies necessary for the operation of the organization.
- Worked continuously to promote the culture of excellent customer service in supporting the MD's brand and achievement of desired professional and personal goals and objectives.
- Addressed information requests, collaborated on projects both within and outside and prepared various statistical and ad hoc reports, as well as other support functions.
- Coordinated events and speaking engagements as they concerned the MD and his brand when necessary.
- Efficient running of the MD's Office; oversaw its cleanliness and orderliness and ensured there was always a sufficient supply of office supplies and stationaries.
- Operated efficiently at the lowest cost; stayed within approved budgets, and established appropriate reporting and control procedures.
- Ensured all documents were appropriately filed for ease of reference and efficient retrieval.
- Invested in building long-lasting relationships both externally and internally.
- Proactive management of the MD's itinerary (meals & refreshments, personal visitors, birthdays & other celebration notifications, reminders and coordination of family events, etc.)
- Performed additional administrative duties as necessary.

PERSONAL ASSISTANT TO THE CREATIVE DIRECTOR

March 2022 – June 2022

AZELIA MAISON Nigeria Limited.

Mulliner Towers, Ikoyi, Lagos, Nigeria.

- Provided administrative and clerical support to the Creative Director.
- Prepared invoices, reports, memos, letters, financial statements, and other documents using Word Processing, Spreadsheets, Database, Canva, or presentation software.
- Handled correspondence on behalf of the Creative Director.
- Organized meetings and appointments, controlling access to the Creative Director.
- Researched and sourced high-quality interior products.
- Managed Company social media accounts.
- Received deliveries on-site and assisted in their placement and installation to plan.
- Reminded the Managing Director of important tasks and deadlines.
- Typed, copied, scanned documents, and took notes.
- Managed databases and filing systems.
- Implemented and maintained procedures/administrative systems.
- Ordered Office supplies and replacements, as well as managed mail and courier services.
- Conducted research and compiled data for consideration and presentation.
- Supervised and monitored artisans to deliver top-notch service,
- Collaborated with web, multimedia, or art design staff to create a multimedia website that conformed to brand and company visual format.
- Ran personal errands.

TRAVEL MANAGER

July 2021 – December 2021

BOOK24 Integrated Services Limited.

A6, Cherub Mall, KM 18 Lekki-Epe Expressway, Lagos, Nigeria.

- Prepared necessary travel documentation for national and international trips to diverse locations.
- Worked closely with top executives and assistants to meet compliance with strict business schedules.
- Handled all aspects of client complaints by maintaining quality communications and

establishing productive relationships.

- Maintained operational proficiency in coordinating both international and domestic travel accommodations for customers, arranging for airfare as well as hotel and rental car reservations.
- Provided customers with the best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings.
- Arranged travel accommodations for groups, couples, executives, and special needs clients.
- Consistently fostered business growth by delivering first-rate travel advice and itineraries to develop valuable client relationships.
- Developed a loyal clientele base due to excellent listening and research skills and a keen understanding of travel budgets.
- Responded to clients' questions, issues, and complaints and found appropriate solutions when needed.
- Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments.
- Responded to clients' questions, issues, and complaints and implemented appropriate solutions.
- Developed process improvements and long-term business strategies through analysis of customer feedback.
- Asked open-ended questions to better ascertain client needs and determine the best international travel offerings.
- Organized memorable and exquisite travel itineraries and vacations for high-level clients and business executives.
- Worked flexible hours; weekend and holiday shifts.

ASSOCIATE: STRATEGY INTELLIGENCE ANALYSIS

January 2021 – March 2021

ipNX Nigeria Limited.

4 Balarabe Musa Crescent, Victoria Island, Lagos, Nigeria.

- Created spreadsheets using Microsoft Excel for daily weekly and monthly reporting.
- Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.

- Conducted research, gathered information from multiple sources, and presented results.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Suggested merchandising and flow strategies based on current data, trends, and forecasts.
- Leveraged industry trends and competitive analysis to boost sales and increase revenue.
- Developed insights on marketing campaigns to assess performance against goals.
- Considered business demands and customer preferences when developing pricing structures and marketing plans.
- Conducted trials and tests of marketing channels such as paid acquisition, social media, and fresh content creation.
- Evaluated customer preferences and behaviours, combined with market trends and historical data, to adjust and enhance campaigns.
- Collaborated with senior sales, engineering, and other business development executives to create best practices, marketing initiatives, and media positioning for vertical markets.

CUSTOMER EXPERIENCE ANALYST

June 2020 – March 2021

ipNX Nigeria Limited.

4 Balarabe Musa Crescent, Victoria Island, Lagos, Nigeria.

- Reached out to newly activated customers to suggest additional service or product purchases and inquire about needs or concerns.
- Maintained up-to-date knowledge of product and service changes.
- Provided onboarding and guidance to other sales representatives to meet sales goals while growing opportunities for business.
- Cultivated customer loyalty, promoted repeat customers, and improved sales.
- Maintained customer satisfaction with fast forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers in a fast-paced environment.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Responded to customer requests for products, services, and company information.
- Liaised with customers, management, and sales team to better understand customer

needs and recommend appropriate solutions.

- Recorded actions taken, issues resolved, and data information to effectively manage customers' accounts.
- Investigated and resolved customer inquiries and complaints quickly.

SALES ASSOCIATE

February 2020 - June 2020

ipNX Nigeria Limited.

47B Oduduwa Way, GRA Ikeja, Lagos, Nigeria.

- Tracked, measured, and reported trends for sales team analysis and decision-making.
- Shadowed sales professionals to gain deeper insight into best practices and strategies for maximizing sales revenue.
- Collaborated with managers to provide customer feedback and recommend operational changes to meet emerging trends.
- Used a consultative sales approach to understand customer needs and recommend relevant offerings.
- Supported sales team with administrative assistance such as coordinating paperwork and responding to basic inquiries.
- Developed referral-based sales opportunities by keeping in contact with the existing customer base.
- Implemented upselling strategies, encompassing recommendations of accessories and complementary purchases to boost revenue.
- Worked with the sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.

REFEREES:

Available on request