

Tracy Oboh

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PROFILE

A results-oriented and detail-focused Administrative and Operations Manager with a proven track record of delivering efficient and effective solutions in fast-paced environments. Skilled in providing administrative support, human resources management, and operations oversight. Adept at implementing streamlined processes to enhance organizational productivity and fostering strong stakeholder relationships to achieve operational excellence.

CORE SKILLS / COMPETENCIES

- Cross-functional Collaboration
- Workflow and Process Optimization
- Change Management
- Conflict Resolution
- Microsoft Office Tools
- Organizational Development
- Business Communication
- Strategic Planning and Execution
- Operations Management
- Human Resources
- Regulatory Compliance
- Vendor Management
- Conflict Resolution
- Project Oversight
- Customer Relationship Management
- Team Leadership
- Data Analysis

EXPERIENCE

Administrative Operations/ Human Resources Manager and E.A. to the CEO - Jet Support Services Ltd, GRA-Ikeja Lagos (August 2021 – Present)

- Developed and executed comprehensive employee training programs.
- Created and delivered engaging training content for various departments.
- Spearheaded administrative operations, overseeing internal and external stakeholder support functions.
- Successfully managed recruitment and onboarding processes for diverse company functions.
- Coordinated appointments, travel arrangements, and corporate training for directors and management.
- Provided comprehensive support across various departments, ensuring smooth collaboration between operations, maintenance, business intelligence, finance, and legal teams.
- Implemented efficient vendor sourcing procedures in collaboration with the procurement team.
- Ensured compliance with regulatory bodies, fostering a conducive environment for smooth business operations.
- Supervised and optimized activities of outstation offices located nationwide.
- Mediated interdepartmental disputes and initiated employee performance reviews.
- Contributed to strategic planning and change management initiatives.
- Maintained responsibility for tracking, overseeing, and providing data on ongoing company projects.

Client Service Manager - Jet Support Services Ltd, Maryland Lagos (May 2021 – July 2021)

- Provided tactical and administrative support to internal and external stakeholders.
- Managed client accounts, ensuring continuity, resolving complaints, and coordinating monthly client review sessions.
- Assisted in the growth and development of revenue streams through customer retention strategies.
- Ensured timely renewal, addition, and removal of staff Group life Insurance and HMO.

Quality Assurance & Administrative Officer - Jet Support Services Ltd, Maryland Lagos (Jan 2020 – April 2021)

- Ensured staff compliance with company policies and adherence to Nigerian Civil Aviation Authority processes.
- Processed renewal of airline operating licenses and conducted yearly audit schedules.
- Assisted Quality Manager with manuals review and coordinated safety and airworthiness review meetings.
- Scheduled and ensured appropriate staff coverage across various departments.

Client Service Executive & Administrative Support - Jet Support Services, Maryland Lagos (Feb 2016 – Dec 2020)

- Supported customer engagement through the creation of tutorials and training resources.
- Organized and structured content for training purposes.

PERSONAL DEVELOPMENT

- Management Information System– Mind Luster / September 2023
- Leading Organizations – Mind Luster / September 2023
- Strategic Management – Mind Luster / April 2023
- People Management – Mind Luster / April 2023
- Business Leadership Development – Rome Business School, Nigeria / October 2022
- Essentials of Leadership - Centre for Management Development / August 2021
- Quality Management System in Airlines-Aeroconsult /February 2020
- Marketing - Advanced Learning Interactive Systems (Alison) / February 2019
- Business Communication - Advanced Learning Interactive Systems (Alison) / December 2018
- Speech and Report Writing - Centre for Management Development / October 2018
- Etiquette Driven Customer Service – Poise Nigeria / February 2018
- Customer Service - Centre for Management Development / October 2017
- Business Writing – Business School Netherland / March 2017

EDUCATION AND CERTIFICATIONS

- Rome Business School – Masters of Business Administration (MBA) – 2023
- Licensed Human Resources Professional (HRPL)- CIPM, Nigeria - 2023
- Associate, Chartered Institute of Personnel Management of Nigeria (ACIPM) –2023
- Diploma Project Management – Advanced Learning Interactive Systems (Alison) – 2015
- Diploma Customer Service - Advanced Learning Interactive Systems (Alison) – 2015
- Bachelor of Science (Human Anatomy), University of Benin - 2011 – 2015
- West African Examination Council (WAEC) Saint Anthony International College / 2003 – 2009

REFERENCES

Available upon request