

Saheed Olabisi AFOLABI, PMP

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Operations Manager with 7+ years of experience transforming hospitality and FMCG operations through process optimization, SOP implementation, and strategic leadership. Orchestrated 20% production output increase and 15% production time reduction. Drove N10m in annual savings via cost-cutting strategies and achieved 25% quality enhancement. Ready to propel operational excellence with cross-functional teams and innovation.

CORE COMPETENCIES

- **Process Optimization:** MS Excel
- **Supply Chain Management:** SAP
- **Production Planning:** ERP Software, SAP
- **Dispute Management:** Root Cause Analysis
- **Data Analysis:** MS Excel, Power Bi
- **Inventory Management:** Fishbowl Inventory
- **Documentation:** Microsoft Office Suite
- **Communication and Reporting:** Slack, Zoom, Google Workspace
- **Development and implementation of standard operating procedures.**
- **Project Management:** Agile and Scrum Methodologies, Microsoft Projects, Click Up, Asana
- **Soft skills:** Verbal/ Written Communication, Leadership, Attention to detail, Critical thinking, Teamwork, Time management, Multitasking, Problem-solving, Working independently, Collaboration.

EDUCATION & CERTIFICATION

Bachelor of Technology, Food Science	Ladoke Akintola University of Technology, Nigeria	2009 – 2014
Project Management Professional - PMP		2023
Food Allergy Training		2019
Food Safety Management Systems: ISO22000		2019

PROFESSIONAL EXPERIENCE

Operations Manager, Baadun Resort, Lagos, Nigeria

Jan. 2023 – Present

Baadun Resort is a luxury beach resort which offers a harmonious blend of luxurious accommodation, variety of dining options and a range of recreational activities to its customers.

- **Operational Efficiency Enhancement:** Directed a team of 40 to optimize resort operations, resulting in a 25% increase in guest satisfaction scores. Utilized occupancy data analysis with Power Bi to optimize staffing levels, reducing labor costs by 15%.
- **Seamless Guest Experience:** Led beach staff training initiatives, elevating service quality and driving a 30% rise in positive reviews. Implemented Click Up for task management, achieving 98% of daily tasks completed on time.
- **Revenue Maximization:** Implemented dynamic pricing strategies based on demand trends, increasing revenue by 20%.
- **Supply Chain Optimization:** Streamlined procurement processes, reducing inventory holding costs by 18% through effective vendor negotiation. Managed inventory levels with Fishbowl Inventory, minimizing stockouts and improving cost efficiency.
- **Event Management Excellence:** Orchestrated large-scale beach events, resulting in a 40% increase in private event bookings. Employed Microsoft Project to track event timelines, ensuring flawless execution and driving customer retention.
- **Health and Safety Leadership:** Championed adherence to safety regulations, resulting in minimal incidents over a 6 months' period.

Operations Manager, Delicacy Foods, Lagos - Nigeria

Apr. 2021 – Jan. 2023

Delicacy foods is a fast-food chain company that focuses on providing convenient, quick-service dining options to customers in different locations of Nigeria.

- **Operational Excellence Achievement:** Managed daily operations for 3 fast-food outlets, achieving a 10% increase in efficiency through streamlined processes. Utilized Microsoft Excel for inventory management, reducing wastage by 15%.

- Directed a team of 35 in optimizing front-end operations, resulting in a 20% reduction in wait times. Utilized QSR software for real-time performance tracking, boosting customer satisfaction scores by 25%.
- **Sales and Revenue Growth:** Implemented upselling training programs, contributing to a 15% increase in average transaction value. Employed MS Excel and Power Bi for sales data analysis, guiding strategic menu adjustments that drove a 12% revenue growth.
- **Supply Chain Efficiency:** Revamped supply chain processes, reducing ingredient waste by 18% through demand forecasting and JIT ordering. Utilized SAP for seamless inventory control, minimizing stockouts, and maximizing cost savings.
- **Employee Productivity Boost:** Led training initiatives, improving staff efficiency by 20% through skill development. Leveraged scheduling software for optimal staffing, leading to a 15% decrease in overtime costs.
- **Quality Assurance Leadership:** Implemented stringent quality control measures, resulting in a 92% customer satisfaction rate. Utilized the Food Safety Management System and conducted regular audits, achieving a 0.5% improvement in health inspection scores.

Production Manager, Bubez Foods Nig., Ltd, Abuja, Nigeria

Jun. 2019 – April. 2021

Bubez Foods Nig. Ltd is a food processing company that focuses on the processing of underutilized crops into staple ready-to-eat foods.

- Planned, organized, and managed daily production activities to meet production targets, quality standards, and deadlines.
- Monitored and ensured efficient utilization of resources, including labor, equipment, and raw materials.
- Maintained strict adherence to food safety standards and regulations which led to the production of safe and high-quality food products.
- Led and supervised production staff, providing guidance, training, and support which led to a skilled and motivated workforce.
- Managed inventory levels of raw materials and finished products to meet demand, minimized waste, and optimized inventory through the use of ERP software.
- Coordinated the maintenance schedules of production machinery and equipment which led proper functioning and reduced downtime.
- Maintained accurate production records, including batch records, quality control reports, and performance metrics.
- Promoted and enforced a culture of safety within the production team.
- Collaborated with other departments such as procurement, quality control, and logistics which led to smooth production operations.
- Led the R&D teams to scale up new product development and testing.

Production Manager, Lyson Water, Lagos-Nigeria

Jun. 2016 – May, 2019

Lyson water is a water packaging company that focuses on delivering high quality, sustainable, and accessible water.

- **Production Efficiency Enhancement:** Managed a team of 60 in a packaging company, achieving a 15% increase in daily production output. Utilized Minitab and MS Excel for process optimization, reducing defects by 20%.
- **Supply Chain Optimization:** Orchestrated inventory management strategies, reducing holding costs by 18% through JIT orders. Utilized SAP for real-time inventory tracking, resulting in a 10% decrease in stockouts and improved procurement accuracy.
- **Quality Control Leadership:** Implemented ISO 9001:2015 standards, elevating product quality by 25% through stringent SOP adherence. Utilized Quality Management Software to track and analyze quality metrics, achieving a 98% pass rate in quality audits.
- **Cost-Effective Production:** Directed cost-saving initiatives, achieving N850K annual savings by identifying process inefficiencies.
- **Team Empowerment:** Led a culture of continuous improvement, resulting in a 20% increase in employee satisfaction. Used Microsoft Project for efficient project management, fostering innovation.
- **New Product Launch Success:** Directed the launch of 2 new packaging solutions, achieving 30% sales growth within 6 months. Collaborated with R&D and marketing teams, utilizing Asana to ensure seamless cross-functional coordination during launch.
- **Equipment Optimization:** Oversaw preventive maintenance schedules, reducing downtime by 25%. Utilized predictive maintenance software and observed equipment operation, proactively addressing issues to prevent disruptions and ensuring optimal production flow.