

## CONTACT

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Nigeria

## PROFESSIONAL SUMMARY

Driven administrative/operations professional with exceptional operations and team management abilities in fast-paced environments. Closely monitor operations and adjust strategies while empowering staff to independently handle daily needs. Focused on strengthening strategies to keep the business ready for any challenge.

## SKILLS

- Good communication skills
- Critical and analytical thinking
- Prioritization
- Multitasking
- Time management
- Team Management
- File management
- Conflict resolution
- Report generation
- Data entry
- Product knowledge
- Customer service
- Proficient use of Microsoft package
- Inventory control
- Performance optimization
- Staff management
- Regulatory compliance
- Budgeting and cost control
- Process improvements

## EXPERIENCE

### ADMIN/OPERATIONS MANAGER *Jan 2022- Current*

*Drugs and Medicaments Nigeria Limited, Lagos State, Nigeria*

- Negotiated contracts with vendors and suppliers for office supplies, equipment and services
- Organized logistics and materials for each meeting and took detailed notes for later dissemination to key stakeholders
- Coordinated relationships with insurance companies to ensure company Assets are protected
- Managed all company communications, achieving best prices
- Coordinated the registration of company outlets by regulatory bodies
- Developed and updated spreadsheets and databases to track, analyze, and report on performance and sales data
- Organized and supervised other office activities (renovations, events, etc.)
- Supervised the opening of 5 new branches of the company
- Networked with industry professionals to exchange best practice knowledge and stay abreast of latest developments
- Responsible for all department managers and supervisors
- Responsible for all aspects of vehicle and heavy equipment rentals, local government registrations, including repair of all company vehicles
- Established contracts, pricing and ensuring proper maintenance and serving as primary liaison with utilities and local government agencies, such as fire, police, health, and safety agencies
- Worked closely with GM and management team to set and/or implement policies, procedures, and systems and to follow through with implementation
- Worked closely with the inventory manager and team to perform analysis of our inventory and ensure we are utilizing our inventory effectively, purchasing the right equipment, maintaining solid inventory data, and reduce sub-rental expenses
- Studied processes, implemented cost reductions and developed reporting procedures to maintain administrative work flow
- Procured all office supplies and Monitored the delivery by vendors
- Maintained overall safe work environment with employee training programs and enforcement of safety procedures.

### ADMINISTRATOR/CUSTOMER SERVICE COORDINATOR *Jun 2019- Dec 2021*

*Hgs Logistics Nigeria Limited, Lagos State, Nigeria*

- Resolved concerns with products or services to help with retention and drive sales
- Maintained accurate and current customer account data with manual forms processing and digital information updates
- Developed operations systems by determining product handling and storage requirements; develop, implement, enforce, and evaluate policies and procedures;
- Developed processes for receiving product, equipment utilization, inventory management, and shipping
- Recruited and trained personnel and allocate responsibilities and office space
- Conferred with sales team members to evaluate processes and improve integration of after-sales assistance
- Tracked office stocks/supplies, and placed orders when necessary

## EDUCATION

**MASTER OF SCIENCE -  
INFORMATION TECHNOLOGY** *Dec  
2021*

*National Open university of Nigeria  
In View*

**BACHELOR OF SCIENCE - COMPUTER  
SCIENCE AND INFORMATION  
TECHNOLOGY** *Oct 2011*

*Igbinedion university, Okada, Edo  
State, Nigeria*

## CERTIFICATIONS

- **Certificate in critical thinking for self-development - May 2021**

*Metropolitan school of business and management, UK.*

## ACCOMPLISHMENTS

- Successfully replaced old office supplies inventory with a new, more efficient one.
- Implemented a new tier-1 greeting system that increased customers' interest by 50%.
- Singlehandedly developed and implemented an employee scheduling plan, consequently, increasing work efficiency by 60%.

## REFERENCES

Available on request

- Created and enhanced call sequencing and scripts to enhance team performance
- Generated customer satisfaction surveys to analyze results into action plan
- Planned and coordinated administrative procedures and systems and devised ways to streamline processes

**ADMINISTRATIVE ASSISTANT/ CUSTOMER SERVICE CO COORDINATOR** *Mar  
2014- May 2019*

*Ultiboms Ventures Nigeria Limited, Rivers State, Nigeria*

- Addressed escalated customer complaints and implemented solutions to restore satisfaction.
- Used web-based and proprietary knowledge bases to locate account and transaction information for customers and colleagues.
- Oversaw telephone and email outreach to current and prospective customers.
- Coordinated with management to review unit performance.
- Studied customer interactions and collected feedback to identify potential service improvements.
- Responded to pre-sales inquiries, returns, and routine order processing support.
- Studied company products and services to maintain relevant knowledge and deliver top-notch service.
- Connected with prospective, new, and established customers to assess and determine individual needs.
- Monitored workflow queue to ensure adequate distribution of work across available personnel.
- Supervised staff and provided assistance to meet department and organizational goals.
- Assisted office staff with questions about software, equipment and supplies.
- Adapted to business' administrative needs to facilitate productive workflow.

**ADMINISTRATIVE ASSISTANT** *Mar 2012- Feb 2013*

*Nigerian Union Petroleum and Natural Gas Workers, NUPENG, Nigeria*

- Processed correspondence, documents, and reports to support clerical staff.
- Handled sensitive and business confidential information following proper procedures.
- Completed paperwork and sent to designated department or staff member for processing.
- Set up and maintained filing systems and basic databases.
- Filtered incoming phone calls and emails, escalating only highest priority inquiries to executive leadership.
- Handled general office tasks, independently completing variety of basic and routine clerical and secretarial work.
- Developed, implemented and administered departmental office systems and procedures.
- Documented payments and expenses to keep financial records current.
- Handled day-to-day needs and special projects with good multitasking and research skills.