Chioma Ibe

Senior Operations Manager

0800 000 1234 | chioma.ibe@email.com | Lagos, Nigeria

Date of Birth: 12 May 1990 | Marital Status: Single | Nationality: Nigerian

PROFESSIONAL SUMMARY

Results-driven Operations Manager with over eight years of experience in logistics and supply chain management. Proven track record of reducing operational costs by 15% through process optimization. Seeking to leverage expertise in team leadership and strategic planning to drive efficiency at a leading Nigerian firm.

KEY SKILLS

- Supply Chain Management
- Team Leadership
- Cost Reduction Strategies
- Logistics Coordination
- Stakeholder Communication

WORK EXPERIENCE

Senior Operations Manager

Apex Logistics Ltd | Lagos | Jan 2022 – Oct 2026

- Led a team of 12 warehouse staff, improving inventory accuracy by 20% within six months.
- Negotiated contracts with three new vendors, reducing fuel costs by 12% annually.
- Implemented a digital tracking system that cut delivery delays by 18%.

Operations Coordinator

Swift Delivery Ltd | Abuja | Mar 2018 – Dec 2021

- Coordinated daily dispatch of 50+ vehicles, ensuring 95% on-time delivery rates.
- Resolved customer complaints regarding lost packages, reducing support tickets by 25%.
- Trained five new staff members on safety protocols, resulting in zero workplace accidents.

EDUCATION

Bachelor of Science in Business Administration

University of Lagos | 2014 – 2018

CERTIFICATIONS

- Certificate in Project Management, 2021
- Advanced Excel for Business, 2019

REFEREES

Available upon request.

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