

AKINSIKU AKINPELUMI AKINWUMIJU

Lagos, Nigeria
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PROFESSIONAL SUMMARY

Customer Support and Operations Manager with over 15 years of experience driving customer satisfaction, service delivery excellence, technical support operations, and cross-functional team leadership within the telecommunications and technology sectors. Proven ability to manage customer relationships, resolve escalations, improve operational efficiency, and coordinate support teams to achieve service-level targets.

CORE COMPETENCIES

- Customer Support & Service Management
- Client Relationship Management
- Team Leadership & Staff Supervision
- Customer Complaint Resolution
- Technical Support Coordination
- Service Delivery Management
- KPI Monitoring & Reporting
- Process Improvement & Optimization
- Vendor & Stakeholder Management
- Operations Management
- CRM & Ticketing Support
- Communication & Problem Solving

KEY ACHIEVEMENTS

- Improved network service availability to 98.5% through proactive monitoring and operational support coordination.
- Reduced operational costs through vendor management and implementation of efficient support processes.
- Successfully supervised multidisciplinary technical and support teams across telecom operations and customer-facing projects.

PROFESSIONAL EXPERIENCE

ENEXTGEN WIRELESS

Business Development Manager | 2025 – Present

- Coordinate customer engagement activities and maintain strong client relationships.
- Oversee operational support functions and ensure prompt response to service-related issues.
- Drive documentation, reporting, and process improvement initiatives.

IOTECH GLOBAL HUB, Lagos

Operations Manager | 2022 – Present

- Supervise technical support teams to ensure timely issue resolution and high-quality customer service.
- Monitor KPIs and implement operational improvements to enhance service performance.
- Conduct staff training and performance management initiatives.

FIAM Wi-Fi, Lagos

Head of Technology | 2020 – 2022

- Managed customer support operations for wireless network services.
- Implemented service delivery reporting systems to track uptime and customer experience.
- Resolved technical escalations and coordinated root-cause analysis.

ZYSOD COMMUNICATIONS LIMITED, Lagos

Technical Operations Manager | 2019 – 2020

- Coordinated technical support and customer service operations.
- Supervised engineers and contractors to ensure quality service delivery.

EDUCATION

MBA, Marketing Management – Ladoke Akintola University of Technology | 2015

B.Tech, Electronics & Applied Physics – Federal University of Technology, Akure | 2002

PROFESSIONAL TRAINING & CERTIFICATIONS

- Scrum Fundamentals Certified (SFC)
- Project Management Training
- Total Quality Management
- Cisco Networking Academy
- Huawei OSN/T2000/DWDM
- Ericsson WCDMA Overview