

MOJEKWU CHINEDU AZUBUIKE

ADMINISTRATIVE MANAGER | OPERATIONS & ANALYSIS | FACILITY MANAGEMENT

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PROFILE

Administrative and Operations professional with over 9 years of experience supporting business continuity, office operations, people coordination, stakeholder management and service delivery across telecommunications and technology environments. Experienced in vendor management, procurement, fleet/logistics, business travel and accommodation, administrative reporting and operational controls. Combines structured administration with commercial awareness and data-driven decision-making, with a track record including 25% operational-efficiency improvement, 30% reporting-accuracy improvement and 65% reduction in onboarding time.

CORE LEADERSHIP COMPETENCIES

Administration & Office Operations	Facilities & Workplace Management	Vendor & Supplier Management	Procurement & Purchasing
Fleet, Travel & Logistics	Administrative Budget Coordination	Policy, Controls & Compliance	Team Leadership & Onboarding

PROFESSIONAL EXPERIENCE

COBRANET LIMITED | Assistant Sales Manager / Sales Analyst | Jan 2026 – Present

- Provide day-to-day operational coordination across sales activities, business logistics and administrative support, maintaining continuity and alignment with management priorities.
- Coordinate vendors and service providers, ensuring requirements are clearly defined, issues are escalated promptly and operational deliverables remain on schedule.
- Manage business travel and accommodation arrangements, coordinating logistics to support staff movements, meetings and business engagements.
- Drive management reporting, KPI governance and operational reviews; improved reporting accuracy by 30% and operational efficiency by 25% through structured dashboards and actionable insights.
- Coordinate onboarding, training and mentoring for over 15 sales executives, reducing onboarding time by 65% while strengthening role readiness and process compliance.
- Supervise daily team activities and service-delivery workflows, sustaining over 80% monthly performance attainment and reinforcing accountability to organizational standards.
- Maintain CRM and operational records for over 300 customer accounts at 98% data accuracy, strengthening reporting integrity, documentation and management visibility.
- Support policy and procedure compliance, identify operational gaps and recommend practical improvements that strengthen execution and reduce discrepancies.

SMILE COMMUNICATIONS NIGERIA LIMITED | Lead Business Operations Analyst | May 2023 – Dec 2025

- Led operational analysis and administrative coordination initiatives supporting business continuity, service delivery and management decision-making across multiple functions.
- Coordinated office facilities and workplace requirements, supporting an organized, functional and productive operating environment.
- Managed procurement activities and supplier coordination, supporting timely sourcing of operational requirements and effective vendor engagement.
- Coordinated fleet and logistics requirements, ensuring operational resources were available to support business activities and internal service needs.
- Supported administrative budget planning, tracking and reporting, improving management visibility over operational requirements and expenditure priorities.
- Produced management reports and actionable recommendations that contributed to more than 20% improvement in process efficiency.
- Partnered with management to identify operational gaps and implement process improvements, reducing workflow inefficiencies by 15%.
- Maintained operational and customer databases exceeding 500 records while partnering with Technical, Customer Experience, Product and Marketing teams to improve execution.

SMILE COMMUNICATIONS NIGERIA LIMITED | Sales Management & Marketing | Jan 2022 – Apr 2023

- Supported management-led initiatives, team capability development and performance improvement through structured analysis, training and coordinated execution.
- Conducted skills-gap analysis and facilitated training interventions that improved team productivity by 20% based on post-training evaluations.
- Managed strategic marketing initiatives supporting management targets and contributing to a 25% increase in customer engagement and brand awareness.

SMILE COMMUNICATIONS NIGERIA LIMITED | Account Manager | Jun 2017 – Dec 2021

- Managed client relationships and commercial activities, coordinating internal and external stakeholders to support service delivery, account growth and retention.
- Negotiated pricing and payment terms and maintained disciplined commercial processes, achieving 100% payment compliance prior to product dispatch.
- Coached sales representatives and supported performance improvement through structured feedback and product/process guidance.

OPERA | Business Development Executive – AdTech & Oleads | May 2016 – May 2017

- Managed client relationships, contract discussions and commercial presentations, supporting new-business development and account growth.
- Maintained timely professional communication with customers and prospects, coordinating requirements through to resolution.

ADMINISTRATION & OPERATIONS STRENGTHS

- Workplace & Facilities: office operations, facilities coordination, resource readiness, service-provider engagement and workplace issue escalation.
- Procurement & Vendor Management: sourcing coordination, vendor communication, requirements tracking, service delivery follow-up and stakeholder management.
- Fleet, Travel & Logistics: business travel, accommodation, transport/fleet coordination and logistical planning for operational activities.
- Governance & Controls: policy adherence, documentation, operational reviews, KPI reporting, data integrity and process improvement.
- People & Administration: onboarding, training coordination, staff support, workflow coordination and cross-functional collaboration.
- Reporting & Decision Support: Excel-based analysis, dashboards, performance reporting and management insights for operational decision-making.

EDUCATION

- M.Sc. Public Administration — National Open University of Nigeria, 2023
- B.Sc. Public Administration — Ebonyi State University, 2014

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Business Development Internship — Rochester Institute of Technology, 2025
- Problem Solving with Excel — Coursera, 2022
- Professional Project Management — Skills Edge Consulting Ltd., 2016
- Member, Nigerian Institute of Management, 2015

TECHNOLOGY

Microsoft Excel | PowerPoint | CRM & Database Management | KPI Dashboards | Digital Collaboration & Workflow Tools