

OSANO EFE-KHAESE

Email: osanoefe@gmail.com | **Phone:** 08146843197 | **LinkedIn:** www.linkedin.com/in/osano-efe-khaese

PROFESSIONAL SUMMARY

Results-driven Operations and Administration professional with 6+ years of experience spanning branch operations, team supervision, healthcare/laboratory support, quality and compliance, financial reconciliation, inventory coordination, and process improvement. B.Sc. Biochemistry graduate with practical experience managing day-to-day operations, coordinating multi-branch activities, reviewing operational reports, reconciling transactions, supervising teams, maintaining SOPs, and ensuring regulatory and quality compliance. Experienced in identifying operational bottlenecks, implementing corrective actions, optimizing workflows, and maintaining accurate records to support effective decision-making. Brings a strong combination of healthcare exposure, operational leadership, analytical ability, and continuous improvement, with a proven ability to coordinate people and processes in fast-paced environments.

CORE COMPETENCIES

- Operations & Administration Management
- Branch & Multi-Location Coordination
- Team Leadership & Staff Supervision
- Healthcare/Laboratory Operations
- Process & Workflow Optimization
- Operational Reporting & Data Analysis
- Financial Reconciliation & Account Balancing
- Inventory & Resource Management
- Quality Assurance & Regulatory Compliance
- SOP Development & Implementation
- Risk Management & CAPA
- Health, Safety & Environmental Compliance
- Stakeholder & Customer Management
- Continuous Improvement

PROFESSIONAL EXPERIENCE

Quality Control and Compliance Officer

Swancape Farms | Feb 2026 – Jul 2026

- **Compliance & Audits:** Ensured full compliance with stringent regulatory, agricultural, and industry standards, including NAFDAC, HACCP, GMP, GAP, and ISO, by conducting rigorous, regular quality inspections and audits.
- **Team Supervision & Safety:** Trained and supervised factory operations staff on quality assurance protocols, food safety standards, rigorous hygiene/sanitation, and workplace safety compliance.
- **Inventory Control:** Monitored cold chain management and regulated stock rotation using First-In, First-Out (FIFO) inventory practices to safeguard product integrity and minimize material losses.
- **Documentation & SOPs:** Maintained pristine quality records and technical documentation; reviewed, updated, and implemented Standard Operating Procedures (SOPs) and corporate quality policies.
- **Continuous Improvement:** Investigated complex quality issues and root causes, successfully implementing Corrective and Preventive Actions (CAPA) and cross-functional initiatives to strengthen the overall quality management system.

Cyber Security Analyst (Training)

Makatob IT Securities and Moba Cybersafety Nexus | Aug 2025 – Present

- **Systems Analysis:** Completed training in systems security fundamentals and cyber threat management; earned Certified Cyber Security Educator Professional (CCEP) Designation and gained hands-on practice in a threat environment.

Laboratory Assistant

Queen of Apostle Secondary Technical College, Obulo Eziamma | Jul 2024 – Jul 2025

- **Operations Coordination:** Planned, prepared, and supervised daily practical sessions, optimizing resource allocation to reinforce practical execution through hands-on testing methods.
- **Performance Improvement:** Structured and executed extra-curricular training and Q&A sessions that contributed to a documented **50% improvement in WASSCE practical performance**.

Laboratory Research Assistant (Chemical Pathology)

Lagos State University College of Medicine | Mar 2022 – Sep 2022

- **Safety Protocols:** Maintained facility equipment, managed chemical/tool standards, and strictly enforced safety protocols and regulatory compliance requirements.
- **Data Analysis & Reporting:** Collected, organized, and analyzed workflow data; drafted presentation-ready operational reports for key organizational stakeholders.
- **Workflow Optimization:** Trained and supervised a team of over 20 internship students, increasing team efficiency, balancing workloads, and significantly reducing operational downtime.
- **Risk Management:** Enforced strict adherence to workplace safety guidelines, biological safety protocols, and standard regulatory compliance frameworks.

Senior Clerk Manager / Branch Operations Supervisor

Sheyemi Concept | Jun 2020 – Feb 2022

- **Branch Operations & Financial Control:** Managed daily operations of the main branch while supervising other branches, consolidating reports, reconciling daily transactions, balancing accounts, and monitoring movement of funds and supplies.
- **Team & Customer Operations:** Supervised and coordinated staff, delegated responsibilities, monitored performance, managed customer-facing activities, and maintained accurate operational and financial records.

Assistant Supervisor (Quality Analyst)

Ehjitom Water | Aug 2019 – Nov 2019

- **Production Optimization:** Advised production floor teams on safety and quality control metrics; developed and executed comprehensive GMP-based safety training programs.
- **Waste & Complaint Reduction:** Spearheaded personnel process improvements, which successfully **reduced consumer complaints by 85%**.
- **SOP Control:** Evaluated risks to maintain a safe production floor environment while executing daily operations in strict alignment with Standard Operating Procedures (SOPs).

EDUCATION

- **B.Sc. Biochemistry (Second Class)** – Federal University of Agriculture, Abeokuta

CERTIFICATIONS & COURSES

- **Good Manufacturing Practice (GMP) & Safety Training Program**
- **Certificate Course in Business Analysis**
- **Cyber Threat Management: Certified Cyber Security Educator Professional (CCEP)**
- **National Youth Service Corps (NYSC)**
- **HACCP Essential and Food Catering Food Safety**