

NNAEMEKA EGBUCHE

Retail Operations | Hospitality Operations | Supply Chain & Logistics | Business Development 🔑
Mafoluku, Lagos, Nigeria | 📞 +234 813 855 1102 | +234 812 771 1607 | ✉️ mexgabson@gmail.com

Professional Summary

Results-driven Operations and Business Management Professional with over 7 years of experience spanning retail, hospitality, logistics, inventory management, supply chain, and business development. Proven ability to lead teams, streamline operations, optimize inventory, improve customer experience and drive revenue growth using Microsoft Dynamics 365, Microsoft Office, Google Workspace, Canva, Zoom and AI productivity tools.

Core Competencies

Retail Operations, Hospitality Operations, Inventory Management, Supply Chain & Logistics, Business Development, Sales Management, CRM, Procurement, Vendor Management, Leadership, Reporting, Process Improvement, Event Coordination, Internal Controls.

Technical Skills

Microsoft Dynamics 365; Microsoft Office (Excel, Word & PowerPoint); Google Workspace; Canva; Zoom; AI Tools (ChatGPT & Claude).

Career Achievements

The Loft Restaurant & Lounge

I expanded and redesigned both the restaurant and bar menus, improving customer experience and sales.

I improved kitchen hygiene standards, operational procedures and service quality.

Konga

I increased daily sales at the Saka Tinubu outlet from approximately ₦400,000 to over ₦1.5 million through effective merchandising, operational improvements, and sales strategies.

I supervised retail operations across multiple stores, improving overall retail operational efficiency.

OPPO Nigeria

I expanded the company's retail presence by onboarding 5 additional partner outlets within the Sangotedo–Eleko axis, improving regional sales performance.

3C-HUB

I successfully established and coordinated a new franchise operation in Enugu, overseeing recruitment, staff training, business setup, and operational planning, contributing to the expansion from 1 outlet to 3 operational outlets.

I expanded products models and varieties, increasing overall online sales performance.

Work Experience

Manager – The Loft Restaurant & Lounge, Ikoyi ,Lagos(2023–2026)

- I managed end-to-end operations of a high-volume restaurant, lounge and nightlife venue.
- I led multidisciplinary teams across kitchen, service, security, entertainment and administration.
- I managed recruitment, staff scheduling, coaching, training and performance management.
- I oversaw procurement, inventory, stock control and vendor relationships.
- I coordinated facility maintenance with contractors and mall management.
- I expanded menus, improved hygiene standards and strengthened internal controls.
- I planned events, promotions and monitored daily sales and financial performance.
- I ensured compliance with food safety and regulatory standards.

Regional Sales Supervisor – OPPO Nigeria,Lagos. (2021–2023)

- I supervised regional retail operations and sales teams.
- I delivered product training and performance coaching.
- I managed branding, logistics and dealer relationships.
- I expanded market coverage and onboarded new partner outlets.

Konga Roles (2019–2021)

Retail Operations Executive,Konga HQ,Lagos. (Feb–Aug 2021)

- I supervised operations across multiple retail stores.
- I managed sales, inventory and reporting using Microsoft Dynamics 365.
- I conducted market surveys, competitor analysis and operational reporting.
- I coordinated logistics, supply chain and compliance.

Inventory Manager/Assistant Outlet Manager, V.I ,Lagos – (2019–2021)

- I managed inventory accuracy, reconciliation and replenishment.
- I oversaw merchandising, account management and logistics.
- I Supported sales through effective stock planning and customer service.
- I Used Microsoft Dynamics 365 for inventory and sales management.

3CHUB Roles (2014–2019)

Online Sales & Product Manager,Lagos.(August 2018 – March 2019)

- i managed online product portfolio and pricing strategies.
- I coordinated inventory, logistics, and supply chain activities.
- I managed B2B customer relationships.
- I monitored product performance and supported sales growth.

Franchise Admin Officer, Lagos(December 2017 – August 2018)

- I managed franchise administration and business operations.
- I conducted pricing evaluations and market analysis.
- I coordinated logistics and operational support.
- I supported B2B partnerships and territory expansion.

Business Development Coordinator, Enugu(July 2016 – November 2017)

- I led business development and market expansion initiatives.
- I supervised staff, inventory, and daily operations.
- I managed procurement, pricing, and supply chain activities.
- I implemented marketing strategies and improved customer service.

Outlet Manager, Wuse 2, Abuja(August 2014 – June 2016)

- I managed daily retail operations and sales performance.
- I supervised staff recruitment, training, and development.
- I oversaw inventory management, procurement, and merchandising.
- I managed customer relationships and implemented branding initiatives.

ICT Support – FAAN (2013)

- I Performed system troubleshooting, maintenance and ICT administrative support.

Education & Certification

ND Computer Science – Yaba College of Technology

A+ Hardware & Operating Systems – NIIT

Diploma in System Management & Maintenance – 88 Mag Institute

Interests

Operations Excellence • Business Development • Technology & AI • Community Service

References

Available upon request.