

Praise Mbazulike

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SUMMARY

Results-driven Operations & Administrative Professional and Accounting graduate with over 5 years of blended experience managing high-volume retail, commercial food service, and institutional workflows. Proven track record of maintaining 100% cash accuracy (zero-variance), reducing operational delays by 20%, and leveraging financial data to optimize inventory. Expert in ERP systems (NAV), compliance audits, and leading cross-functional teams to exceed operational targets. Seeking to leverage strong financial oversight and managerial skills to drive operational excellence as an Operations Manager.

EXPERIENCES

Bakery Operations Associate | 04/2026 - PRESENT

Atreos Retail Platform | Bokku Mart

- Coordinate high-volume daily production schedules to fulfill strict fast-moving consumer goods (FMCG) retail supply targets across outlets.
- Implement precise material batching and inventory portion controls, contributing directly to a significant reduction in raw material variance and waste.
- Maintain 100% compliance with corporate standard operating procedures (SOPs), regulatory health frameworks, and quality assurance benchmarks.
- Analyze daily product sales velocity trends to adjust production cycles dynamically, preventing morning stockouts and evening over-production.

Pastry Chef | 11/2021 - 02/2026

Veenih's Cakes

- Established an online cake and pastry business with satisfied customers.
- Overseeing digital marketing and managing end-to-end operations
- Monitored inventory levels to ensure timely procurement of baking supplies.
- Planning production schedules based on customer orders and sales forecasts.
- Analyzing customer feedback data to identify areas for improvement in product offerings or processes.
- Developing strategic business plans to drive sales and growth.

Commerce & Economics Instructor | 09/2025 - 12/2025

Diamond College Iba.

- Deployed accounting and financial principles to deliver comprehensive lectures in Economics and Commerce for senior secondary students.
- Managed departmental administrative records, tracking academic performance metrics and coordinating cross-functional educational committees.
- Optimized lesson delivery processes, integrating commercial case studies that increased student subject engagement and examination success.
- Assisted in the school's administration process, and instilling proper discipline in the students.

Administrative Executive | 10/2024 - 07/2025

Eat N' Go Africa Ltd.

- Supported budget preparation and cost control initiative across outlets.
- Improved payment tracking system, reducing delays by 20%.
- Ensured 100% compliance with internal financial policies during expense processing.
- Supported inventory management by tracking supplies and placing orders.
- Processed expense reports for reimbursement in accordance with company policy.
- Developed reports for management regarding departmental activities and performance metrics.
- Used NAV ERP to automate vendor's payment process, reducing manual errors by 15%.

Shift Manager | 06/2023-10/2024

Eat N' Go Africa Ltd.| Domino's Pizza

- Lead, mentored and managed a high performing team, fostering a result driven environment.
- Consistently maintained a zero-variance record in daily cash balancing for a high-volume outlet.
- Managed daily cash reconciliation and POS audits; identified and resolved financial discrepancies to maintain 100% vault accuracy.
- Monitored inventory levels and coordinated restocking of supplies as needed.
- Handled customer inquiries and resolved complaints to ensure satisfaction.
- Conducted quality control checks on food preparation and service processes..
- Oversaw the training of new employees on customer service, product knowledge, and cash handling techniques.
- Ensured that all opening and closing duties were completed accurately according to established guidelines.

Pizza Maker/Customer Service Representative | 01/2022 - 06/2023

Eat N' Go Africa Ltd.| Domino's Pizza

- Assisted in stock management and customer service excellence.
- Assisted customers with inquiries and resolved issues efficiently.
- Collaborated with team members to improve service delivery processes.
- Provided product knowledge and recommendations to enhance customer satisfaction.
- Trained new staff on customer service protocols and company policies.
- Produced quality pizzas through appropriate and hygienic procedures.

Shop Assistant | 04/2019 - 10/2021

Softbells Cakes & Confectionery

- Maintained cleanliness and organization of the shop and display areas.
- Supported cake decoration by preparing ingredients and tools as needed.
- Performed opening & closing procedures for the store including counting money in cash drawers at start & end of day.
- Responded to customer inquiries regarding products and services promptly.
- Optimized inventory tracking system for daily stock levels.

SKILLS

- **FINANCIAL & TECHNICAL**
- Budgeting and Forecasting
- Internal Audit (ISO 19011)
- Financial Reporting
- Microsoft Excel & NAV ERP Proficiency
- **OPERATIONAL**
- Inventory & Cash Management
- Compliance, Risk Mitigation
- Team & Time Management
- **SOFT SKILLS**
- Conflict Resolution
- Relationship Management
- Team Leadership

EDUCATION

Bsc.Ed. Accounting

Lagos State University (2024)

PGD Business Administration

Lagos State University (In View)

CERTIFICATIONS

- ISO 19011-LEAD AUDITOR (Alison)
- Fostering Online Customer Relationships (Jobberman)
- B2B Customer Success Management (Alison)
- Customer Relationship Management for Small Businesses (Alison)
- Professional Networking for Career Growth (HP Life)