

IKECHUKWU PROMISE IKWUWUNNA

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PROFESSIONAL SUMMARY

Highly organised operations professional with 10 years of progressive experience in operations management, coordination, and logistics across telecommunications and consumer goods sectors. Proven track record supervising staff, managing multiple operational priorities and deadlines, and monitoring processes to identify gaps and take corrective action. Strong administrative and problem-solving skills, with a track record of maintaining accuracy, accountability, and follow-through under pressure in fast-paced, multi-site environments. Built on a Statistics degree, bringing analytical rigour, sound decision-making, and a commitment to confidentiality and professional standards to every role.

KEY COMPETENCIES

Highly Organised & Detail-Oriented | Proactive & Accountable | Results-Driven & Solutions-Oriented | Calm Under Pressure & Decisive | Strong Communicator & Reliable | Process-Focused | Comfortable Supervising People | Able to Work Independently | Committed to Confidentiality & Professional Standards

KEY ACHIEVEMENTS

- Coordinated scheduling, route planning, and vendor engagement for a 10-vehicle fleet supporting 80+ daily orders across Lagos.
- Designed and ran a preventive maintenance and compliance programme across multiple sites at Udec Communications.
- Built a standardised documentation and filing framework, improving reporting consistency and audit readiness.
- Served as a primary liaison between clients, vendors, internal stakeholders, and management to drive prompt issue resolution.

PROFESSIONAL EXPERIENCE

Operations Manager

Dokitami | August 2026 – October 2026

- Received and confirmed customer orders to ensure accuracy and proper order processing.
- Coordinated and monitored deliveries to clients, ensuring timely order fulfilment.
- Conducted inventory counting and stock checks to maintain accurate inventory records and accountability.
- Coordinated staff activities and daily operational tasks to ensure smooth workflow and efficient service delivery.
- Coordinated logistics and delivery operations, monitoring order fulfilment and resolving operational challenges.
- Prepared and submitted operational reports covering inventory, orders, deliveries, and daily activities to support management decisions.

Operations Manager

TwoMobiles, Lagos | January 2026 – June 2026

- Coordinated daily scheduling, vendor engagement, and service delivery for a 10-vehicle fleet supporting 80+ daily orders, ensuring timely execution and operational continuity.
- Supervised drivers and dispatch staff, monitoring daily performance and process compliance.
- Maintained accurate records and reporting using Dispatch and Fleetio platforms to support management decision-making.
- Liaised with clients, vendors, internal stakeholders, and management to resolve operational issues promptly.

Operations Manager & Facility Manager

Udec Communications | 2023 – 2025

- Coordinated day-to-day scheduling and facility operations across multiple sites, liaising with vendors, contractors, and internal teams.
- Maintained asset inventories, documentation, and preventive and corrective maintenance records.
- Managed compliance documentation, filing systems, and emergency response protocols to ensure audit-ready records.

Brand Service Manager

OPPO | 2020 – 2022

- Delivered technical support, repairs, and installation services, ensuring quality assurance and brand compliance.

Brand Representative & Customer Support

Infinix Mobility | 2016 – 2018

- Provided sales support and customer assistance, maintaining accurate records to strengthen brand loyalty.

SKILLS & COMPETENCIES

Operations & Administrative Management: Operations Coordination & Fulfilment, Staff Supervision & Coordination, Scheduling & Deadline Management, Documentation & Filing Systems, Process Monitoring & Corrective Action, Inventory Counting & Stock Checks

Technical & Tools: MS Office Suite (Excel, Word, PowerPoint, Outlook), Trello, Asana, MS Project-adaptable tools, Document Management Systems, Dispatch & Fleetio Tracking/Reporting Platforms

Coordination & Communication: Stakeholder & Vendor Liaison, Contract & Compliance Documentation, Cross-functional Communication, Problem Resolution & Critical Thinking, Reporting & Analysis, Time Management & Multitasking

EDUCATION

B.Sc. Statistics — University of Calabar, Calabar | 2018 – 2023 | GPA: 3.3/5.0