

Operations Executive

JOY IFEANYINACHUKWU MOZOR

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Professional Summary

A detail-oriented professional who demonstrates discretion and awareness of contemporary issues in the business sector, as well as keeping up to date with legislations, policies, and procedures required and beyond. Adept at managing workflow, and enhancing client satisfaction to drive business success.

Education Qualifications

Institution	Qualification/Grade	Date
Baze University	MSc (Hon) Intelligence and Global security	September 2023-October 2024
Babcock University	B.Sc. (Hon) International Law & Diplomacy	September 2016 – September 2020
Secondary School	Luminary Secondary School	2012

Certifications & Skills

- Certificate of Word, Excel and Customer Relation Management Completion – 2019
- Certificate of PSENSE Employability Skills-2019
- Certificate of Corporate Governance Fraud-2020
- Equality, Diversity & inclusion Level 1-2022
- Effective Communication Level 1- 2022

Employment History

Operations Executive & Logistics Coordinator: February 2026

Fieldbase Services Limited, Lagos, Nigeria

Key Duties

- Ensure smooth daily business operations by coordinating transport, managing inventory, managing database, and ordering supplies.
- Analyzing operations and recommending strategies to increase productivity.
- Creating, organizing and filing reports, invoices and company records.
- Organizing meetings, appointments and company events.
- Monitoring inventory levels, ensuring product availability, managing warehouse and installation orders.
- Serving as a point of contact for tracking deliveries, inquiries and resolving delays or errors promptly.
- Serving as a point of contact for the clients and the engineers to ensure that the right locations, facilitate access and maximizing and managing time.

Event Coordinator: June 2022 - August 2023

Hilton Hotels & Resorts, Birmingham (UK)

Key Duties

- Oversee crowd control and event management, ensuring smooth and safe operations.
- Maintain security surveillance and profile guests to prevent disturbances or unruly behaviours.
- Take customer orders and coordinate with kitchen staff for timely and accurate service.
- Monitor and process transactions using the POS system, ensuring accurate billing and smooth payment processing.
- Participate in emergency response activities, coordinating with external agencies to ensure effective incident management.
- Restock and monitor bar inventory, ensuring availability of required supplies.
- Ensure full compliance with health, safety, and hygiene policies to maintain a secure environment.

Training Co-Ordinator: December 2020 - May 2022

Al Resalah Consultancies & Training (Abu Dhabi, UAE)

Key duties

- Develop training strategy frameworks and oversee certification courses to ensure successful delivery.
- Support the planning and execution of both short-term and long-term strategic projects.
- Maintain effective communication with external training partners and senior leadership.
- Assist in the design and delivery of training materials, ensuring alignment with company policies.
- Attend weekly briefings and strategic meetings, providing progress reports on key initiatives.
- Maintain strong client relationships by offering support, guidance, and recommendations for service improvements.
- Conduct research and data analysis to inform business strategies and project decisions.
- Draft proposals, work plans, and communication content to support business operations.