



# JOSEPH OLUWAFEMI

## PROFESSIONAL SUMMARY

Operations Coordinator with over 8 years of progressive experience supporting workflow coordination, operational execution, and organizational efficiency across structured environments including financial services, project-based operations, and information services. Experienced in managing task flows, maintaining records, coordinating internal processes, and ensuring timely delivery of operational objectives. Known for consistency, attention to detail, and the ability to support organizational systems that drive efficiency.

## CORE COMPETENCIES

- Operations Coordination
- Workflow Management
- Task Tracking & Execution
- Organizational Process Support
- Record Management
- Team Coordination
- Documentation & Reporting
- Microsoft Excel & Office Tools

## EDUCATION

### Bsc Psychology

University of Lagos | Graduated 2020

### American Psychological Association

Graduate Member | 2020

## CERTIFICATIONS

CHARTERED INSURANCE INSTITUTE OF NIGERIA (CIIN)

PROJECT MANAGEMENT INSTITUTE (PMI - TRAINING EXPOSURE)

DIPLOMA IN COMPUTER OPERATIONS & DESKTOP PUBLISHING

## DIGITAL EXPERTISE

- Microsoft Excel (Data tracking, reporting)
- Microsoft Word (Documentation, memos)
- Microsoft PowerPoint (Presentations)
- Data Entry & Record Management (Excel)
- Workflow & Task Management Tools (Trello, Asana)
- Communication & Collaboration Tools
- File Management & Cloud Storage
- CorelDraw (Basic design support)

## PROFESSIONAL EXPERIENCE

### Operations Coordinator (Branch & Workflow Operations)

First City Monument Bank (FCMB), Ipaja Branch | Nov 2021 - Mar 2026

- Coordinate daily operational activities ensuring smooth execution of branch workflows
- Manage and track 20-30 operational processes daily, ensuring accuracy and timely completion
- Maintain structured records for operational activities supporting over 150 active accounts
- Support onboarding workflows through documentation and internal coordination processes
- Liaise with internal departments to resolve operational issues and reduce processing delays
- Monitor outstanding tasks and ensure completion within defined operational timelines
- Ensure compliance with internal operational procedures and reporting standards

### Operations & Project Coordinator

Kingstech Stitches Limited - Lagos, Nigeria | June 2017 - July 2021

- Coordinated end-to-end operational workflows across multiple projects
- Managed scheduling, task allocation, and delivery timelines for project execution
- Ensured smooth coordination between teams to achieve operational objectives
- Maintained structured documentation of project activities and progress tracking
- Supported process improvement and workflow efficiency within operations unit
- Ensured timely completion of deliverables across assigned operational tasks