

# MBA UKAHA

## RETAIL OPERATIONS

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### PROFESSIONAL SUMMARY

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Results-driven Retail Operations and Store Management professional with proven experience supervising daily store operations, managing inventory, coordinating staff, and driving sales growth. Skilled in POS systems, stock control, customer service, and digital business tools, with a strong record of improving efficiency, reducing losses, and building customer engagement. Reliable, detail-oriented, and proactive, with a demonstrated ability to lead teams and support smooth day-to-day retail operations.

### CORE COMPETENCIES

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- Retail Operations & Store Management
- Inventory & Stock Control
- POS Systems (OFFPOS) & Technical Troubleshooting
- Staff Supervision & Team Leadership
- Customer Service Excellence
- Sales Growth & Promotional Planning
- Stock Reconciliation & Loss Prevention
- Supplier & Delivery Coordination
- Reporting & Documentation (Excel, Word)
- Social Media & Digital Customer Engagement
- Process Improvement
- Cash Handling & Financial Recordkeeping

### KEY ACHIEVEMENTS

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- Increased store sales by 10% by reorganizing product layouts, enhancing visibility, and implementing promotional campaigns.
- Reduced internal financial losses by 5-10% through improved reporting systems, staff communication, and discrepancy tracking.
- Cut product waste by 10% via enhanced inventory monitoring and promotional sales strategies.
- Grew store Instagram following from 0 to 500+, converting online engagement into paying customers.
- Diagnosed and resolved POS printer malfunctions (Xprinter M813), restoring full receipt and checkout operations.
- Supervised and coordinated a 7-member team, improving workflow and daily operational performance.

## PROFESSIONAL EXPERIENCE

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### Operations Supervisor / Acting Manager

2024 - 2026

#### Most Gracious Supermarket - Lagos, Nigeria

- Served as Acting Manager, overseeing daily supermarket operations, staffing and store performance to ensure smooth, efficient and customer-focused operations.
- Supervised and coordinated a 7-member team, assigning daily duties, monitoring attendance and performance, and maintaining discipline and accountability across shifts.
- Managed real-time inventory using the OFFPOS system, monitoring stock levels, tracking product movement and promptly resolving discrepancies to maintain accurate digital stock records.
- Conducted regular physical stock counts and reconciliations, strengthening inventory accuracy and reducing shrinkage and stock losses.
- Analyzed fast-moving, slow-moving and low-stock items using POS sales data to guide replenishment decisions and maintain consistent product availability.
- Coordinated receiving and verification of supplier deliveries against invoices and purchase orders, ensuring accurate stock entry, proper storage and shelf placement.
- Supported procurement planning by identifying replenishment needs and communicating stock requirements to management ahead of demand.
- Monitored product expiry dates, damaged stock and stock rotation (FIFO/FEFO practices) to minimize waste and prevent avoidable losses, particularly for perishable goods.
- Oversaw multiple payment channels, including POS terminals, card and mobile payment options, ensuring smooth and secure transaction processing.
- Tracked daily sales performance and prepared Excel-based reports and dashboards to support data-driven management decisions and improve store KPIs.
- Resolved customer complaints and service issues promptly and professionally, maintaining high customer satisfaction and repeat patronage.
- Trained and mentored staff on store procedures, POS operations, customer service standards, inventory control and health & safety compliance.
- Identified operational bottlenecks and implemented practical process improvements to strengthen workflow efficiency, staff accountability and overall store performance.

### Inventory & Records Officer

#### Envoy Oil Ltd - Lagos, Nigeria 2022 -

- Managed and maintained warehouse inventory of mechanical, electrical and administrative products, ensuring accurate digital stock records and product availability.
- Conducted regular inventory audits and cycle counts, identifying discrepancies and implementing corrective actions to reduce stock errors and losses.
- Supervised loading and unloading operations, ensuring accurate documentation, proper handling and compliance with safety and operational standards.
- Collaborated with procurement and operations teams to optimize stock levels, forecast requirements and support timely order fulfillment.
- Verified incoming deliveries against purchase orders and invoices, ensuring accuracy before goods were recorded and stored.
- Maintained organized inventory records and documentation using spreadsheets and inventory tracking systems, supporting efficient reporting and audits.
- Trained and coached new staff on inventory systems, warehouse procedures and safety protocols, strengthening team accuracy and compliance.

## **Executive / Administrative Assistant**

2020 - 2022 | Remote

### **AG Organization**

- Managed senior executives' calendars, meetings and communications using Outlook and Google Calendar.
- Prepared, reviewed and organized professional documents and reports using Word, Excel and PowerPoint.
- Coordinated staff and leadership workflow through Slack, Microsoft Teams and email.
- Maintained confidential business data in Google Workspace and internal databases.

## **Communications & Social Media Support**

2018 - 2020 | Remote

### **Calmbirds Services / Learn Yard**

- Developed and executed social media content strategies, increasing brand visibility and engagement.
- Created graphics and multimedia content using Canva, CapCut, Photoshop and CorelDRAW.
- Monitored audience interactions and delivered timely digital customer service.

## **EDUCATION**

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### **Bachelor of Arts (B.A.) - Religious Studies**

University of Uyo, Akwa Ibom State - 2023

### **Senior Secondary School Certificate (SSCE)**

Abia Ohafia Senior Secondary School - 2011

## **CERTIFICATIONS**

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- Creative Media Global Certification - 2026 (Ongoing)
- Data Analytics and Visualization - 2026
- Video Editing - 2025
- Social Media Management - 2025
- Google Analytics - 2024
- Graphic Design - 2023
- Business Management - 2023
- Digital Marketing - CWWTechAfrica, 2023
- IIDE Foundation Master Class - 2023

## **REFERENCES**

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Available upon request.