

MORRISON MIRIAM IGHOMENA

OBJECTIVE

Results-driven professional with experience in procurement, sales, and customer relationship management within the telecommunications industry. Demonstrated cross-industry expertise in strategic sourcing, supplier negotiations, client acquisition, and operational efficiency. Skilled at driving business growth, optimizing processes, and building strong stakeholder relationships. Seeking to contribute analytical, commercial, and problem-solving capabilities to a dynamic organization focused on sustainable growth and operational excellence.

EXPERIENCE

Accounting and Administration Officer — **Fibernet Broadband Ltd, (Lagos)** Jan 2025 - Apr 2026

- Managed administrative tasks, scheduling, and email correspondence to enhance operational efficiency.
- Provided real-time client support by handling inquiries, troubleshooting issues, and ensuring prompt resolutions.
- Maintained and updated digital records, organized data, and streamlined workflows to optimize productivity.

Front Desk Officer — **DBT Couture, (Lagos)** 2021 - 2024

- Developed and maintained customer relationships, addressing enquiries, complaints, and requests to enhance brand loyalty and retention.
- Coordinated with suppliers and internal teams to streamline order fulfillment, ensuring timely deliveries and efficient service.
- Implemented customer feedback strategies to improve service delivery and optimize the shopping experience.

Hotel Manager — **Monolit Hotel and Suites, (Lagos)** 2018 - 2020

- Supervised and coordinated all hotel departments, including housekeeping, front desk, and kitchen, to ensure smooth daily operations and consistent guest satisfaction.
- Resolved guest complaints and service issues promptly with professionalism, maintaining a high rate of positive reviews and repeat patronage.
- Oversaw procurement processes by sourcing and managing supplies such as toiletries, linens, drapes, and kitchen equipment to maintain quality standards within budget.

Manager — **P.I Concept Ltd., (Lagos)** 2009 - 2015

- Expanded the company's customer base, driving business growth that enabled the launch of 5 additional branches.
- Implemented cost-saving initiatives and optimized procurement processes, reducing overall operational expenditures by approximately 15%.

- Coordinated and managed a high-performing team of 20 employees, fostering collaboration and enhancing productivity.

Branch Manager — Agape Telecom, (Lagos)

2007 - 2009

- Conducted sourcing and procurement of telecommunications equipment, ensuring quality, compliance, and cost-effectiveness.
- Provided exceptional customer support by addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Collaborated with senior management to identify and implement solutions aligned with evolving customer needs and market demands.

EDUCATION

Lagos State University (Ojo, Lagos)

2009 - 2014

BSc Computer Science (2nd Class Honors)

Living Spring High School (Ijegan, Lagos)

2006

West African Examination Council

CERTIFICATION

CPD CERTIFIED - ALISON

Jan. 2025

Virtual Assistant Certificate (ID: 5739-45127239)

KEY SKILLS

- **Procurement and Supplier Management** – Skilled in developing procurement strategies, negotiating contracts, and managing supplier relationships to optimize cost and ensure quality.
- **Supply Chain Optimization** – Proficient in streamlining supply chain operations, reducing lead times, and improving procurement processes to enhance efficiency.
- **Data Analysis and Reporting** – Strong analytical skills with expertise in evaluating procurement data, market trends, and performance metrics to inform strategic decisions.
- **Strategic Sourcing and Cost Management** – Experienced in identifying cost-saving opportunities and implementing sourcing strategies that reduce expenses without compromising quality.
- **Leadership and Team Collaboration** – Proven ability to lead cross-functional teams, mentor staff, and foster collaboration to achieve operational goals.
- **Communication and Stakeholder Engagement** – Excellent verbal and written communication skills, adept at engaging with internal and external stakeholders to drive alignment and value creation.
- **Adaptability and Problem Solving** – Agile in adapting to dynamic business environments and solving complex challenges with critical thinking and innovative solutions.

REFEREES

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