

IGWILO MIRACLE OLUEBUBE

Lagos State.

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A highly skilled and strategic leader with extensive experience in managing and driving customer care operations. Adept at developing and implementing customer service strategies that enhance the overall customer experience and boost satisfaction.

Demonstrates strong leadership in managing teams, improving response times, and resolving customer issues efficiently. Proven ability to optimize processes and leverage data-driven insights to continuously improve service quality. Committed to fostering a motivated, high-performing team that aligns with organizational goals and delivers exceptional support that meets and exceeds customer expectations.

CAREER EXPERIENCE

LASHEDBYOJURIRE SPA

Service Manager (2025 – 2026)

Key Achievements / Success Metrics

- Successfully improved daily operational efficiency by tracking client's bookings on the website and staff schedule to avoid clashing appointments
- Executed marketing promotion that increased bookings by 30% and helped recover from seasonal dips
- Improved team performance by tracking staff schedules and also ensure that job target are completed monthly.
- Achieved 50% of client retention rate.

RESPONSIBILITIES

- Supports the CEO with strategy execution
- Responsible for the daily operations of the business
- Ensuring a service mindset within employees
- Evaluating the performance of the business • Ensuring processes and policies are adhered to.
- Resolving conflicts amongst staff
- Facility management
- Business development\
- Driving sales
- Human Resources/Vendor management (Onboarding, performance reviews , disengagement, payments etc.)
- Coaching and mentoring staff.

Monaya Fashion World Lekki

Operations Manager (2023 – 2025)

Key Achievements / Success Metrics

- Successfully improve operational efficiency, reducing delays in production and order fulfillment by at least 20%
- Increase overall sales revenue through improved store operations and team performance by 15– 25% within 9months.
- Achieve and maintain accurate inventory records (95–100%), minimizing stock loss and discrepancies

- Ensure on-time production and delivery rate of 90% or higher
- Improve customer satisfaction and retention through enhanced service delivery and complaint resolution

RESPONSIBILITIES

- Oversee daily business operations across production, store, and online platforms
- Ensure efficient workflow from design, production to final sales
- Monitor and improve operational systems, processes, and best practices
- Manage stock levels, inventory control, and restocking processes to avoid wastages
- Coordinate with suppliers, tailors, and production teams
- Ensure timely sourcing of fabrics and materials
- Track product movement and reduce wastage or loss
- Supervise production timelines to ensure timely delivery of collections
- Ensure quality control standards are maintained
- Work closely with designers and tailors to meet brand standards
- Oversee physical store and/or online store activities
- Monitor sales performance and implement strategies to improve revenue
- Ensure excellent customer service delivery
- Handle escalated customer complaints and resolve issues
- Supervise and coordinate staff (sales reps, tailors, store assistants, etc.)
- Set targets and monitor team performance
- Create staff schedules and ensure adequate staffing
- Track daily sales, expenses, and operational costs
- Prepare regular reports on sales, inventory, and performance.

Nigerian–China E-Commerce Company Head of Customer Care Team (2021 – 2022)

- Led and managed high-volume customer interactions across multiple channels, ensuring prompt, professional, and customer-centric service delivery.
- Supervised, coached, and developed a dynamic customer care team, driving high performance, accountability, and continuous skill improvement.
- Designed and implemented customer experience strategies that significantly improved customer satisfaction, retention, and brand loyalty.
- Collaborated cross-functionally with Sales, Marketing, and Product teams to align customer support initiatives with overall business objectives and enhance service delivery.
- Managed escalations and resolved complex customer issues, ensuring timely, effective, and satisfactory outcomes.
- Oversaw customer care operations and budget, optimizing resource allocation to improve efficiency and reduce operational costs.

Final Fantasy

Production Supervisor (2019 – 2021)

- Supported the Head Chef in daily food preparation, including ingredient cutting, marination, and meal assembly, ensuring consistency and adherence to recipes.
- Monitored inventory levels, assisted with stock control, and managed the receipt and proper storage of fresh ingredients to maintain quality standards.
- Ensured all dishes met established quality, taste, and presentation standards before service.
- Collaborated effectively with kitchen staff to maintain a smooth, efficient workflow, especially during peak service periods.

- Adhered strictly to food safety and kitchen hygiene regulations, including proper handling of equipment and use of protective gear.
- Maintained a clean, organized, and sanitary kitchen environment by consistently following cleaning schedules and hygiene best practices.

EDUCATION

Ignatius Ajuru University of Education, Port Harcourt (2018- 2022) *B.SC.ED in Economics*

Glorified High School (2010 –2015) *SSCE*

Divine Step International Nursery and Primary (2004 –2009) *FSLC*

SKILLS

- Excellent communication and collaboration skills.
- Proficient in Zoho books, Microsoft excel, and Google sheet.
- Ability to adapt quickly to new technologies and tools.
- Ability to handle multiple tasks and prioritize effectively
- Confidentiality and integrity in handling sensitive information
- Adaptability and flexibility in a remote work environment
- Fluent in English, Igbo, and Pidgin, Can speak as well as negotiate business deals favorably in Igbo, Pidgin, and English Languages as well as excellent written and oral communication skills.