

# MMEME ENIANG

Operations | Procurement | Business Development | Sales & Commercial Operations

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## PROFESSIONAL SUMMARY

Results-driven Operations, Procurement and Business Development professional with over 14 years of progressive experience across quality control, administration and finance, internal operations, retail management and business development.

Experienced in procurement, sales forecasting, LPO preparation, supplier and vendor management, order processing, delivery monitoring, cost reduction, revenue growth, client acquisition and process improvement.

Proven ability to coordinate cross-functional operations, analyse business data, improve processes, manage stakeholder relationships and support business growth. Strong background in project delivery, operational planning, financial administration and customer relationship management, complemented by professional training in procurement and contract management, project management, operations management, logistics and supply chain management.

A highly organized and analytical professional with strong problem-solving, communication and relationship-management skills and a strong commitment to achieving business objectives.

## CORE COMPETENCIES

|                                |                                  |                                         |
|--------------------------------|----------------------------------|-----------------------------------------|
| ▪ Operations Management        | ▪ Procurement & Purchasing       | ▪ Supplier & Vendor Management          |
| ▪ Sales Forecasting & Analysis | ▪ LPO Preparation                | ▪ Logistics & Supply Chain Coordination |
| ▪ Business Development         | ▪ Client Acquisition & Retention | ▪ Revenue Growth                        |
| ▪ Cost Reduction               | ▪ Project Management & Delivery  | ▪ Process Improvement                   |
| ▪ Retail Operations Management | ▪ Quality Control & Assurance    | ▪ Administration & Finance              |
| ▪ Data Analysis & Reporting    | ▪ Inventory & Stock Management   | ▪ Customer Relationship Management      |
| ▪ Stakeholder Management       | ▪ Microsoft Excel & Office Suite |                                         |

## PROFESSIONAL EXPERIENCE

### Retail Associate Manager / Business Development Partner

2022 – Present

*Altara Credit Limited*

- Manage retail and commercial operations while supporting business development and revenue-growth initiatives.
- Identify and develop new business opportunities through market research, networking, referrals and client engagement.
- Drive client acquisition and relationship management, contributing to business growth and customer retention.
- Analyse sales performance and market trends to support sales forecasting, target setting and business planning.
- Coordinate procurement activities, including sourcing, purchase requests, order processing and supplier follow-up.
- Prepare and process Local Purchase Orders (LPOs) in line with approved business requirements.
- Manage supplier relationships and coordinate pricing, product specifications, order status and delivery timelines.
- Monitor supplier deliveries to ensure timely receipt of goods and services.
- Track inventory and product availability to support uninterrupted retail operations.
- Work closely with internal teams and external suppliers to resolve procurement, delivery and operational issues.
- Identify opportunities for cost reduction and improved operational efficiency.
- Prepare operational and sales reports to support management decision-making.
- Support business initiatives and projects from planning through execution and delivery.
- Maintain strong relationships with customers, suppliers, business partners and other stakeholders.

### Key Achievements

- Contributed to revenue growth through client acquisition, business development and improved customer engagement.
- Supported cost-reduction initiatives through effective procurement and supplier coordination.
- Improved operational processes to enhance efficiency and service delivery.

- Supported successful project delivery through effective coordination and stakeholder management.

## **Internal Operations Lead**

2018 – 2022

*Altara Credit Limited*

- Led day-to-day internal operations and coordinated activities across teams to ensure smooth business processes.
- Monitored operational workflows, identified bottlenecks and implemented process improvements.
- Prepared operational reports and analysed business data to support management decisions.
- Coordinated procurement requirements, supplier engagement and order processing.
- Prepared and monitored LPOs, purchase orders and supplier requests.
- Developed and monitored sales forecasts to support procurement, inventory and operational planning.
- Managed supplier relationships and followed up on outstanding orders and deliveries.
- Monitored supplier performance against agreed specifications, pricing and delivery timelines.
- Coordinated logistics and ensured timely delivery of required goods and services.
- Maintained accurate operational, procurement, supplier and inventory records.
- Worked with internal stakeholders to identify operational challenges and implement corrective actions.
- Supported management in developing strategies to improve operational efficiency and reduce costs.
- Coordinated projects and monitored deliverables to ensure timely completion.
- Prepared regular reports on operational performance, procurement activities and business processes.

### **Key Achievements**

- Delivered process improvements that enhanced operational efficiency.
- Supported cost reduction through improved procurement and supplier management.
- Contributed to successful project delivery through effective planning, coordination and monitoring.
- Improved operational visibility through structured reporting and data analysis.

## **Admin & Finance Officer**

2017 – 2018

*Altara Credit Limited*

- Managed day-to-day administrative and financial support activities.
- Maintained accurate financial, administrative and operational records.
- Prepared financial documentation, invoices, payment records and administrative reports.
- Monitored expenses and supported financial tracking and reporting.
- Assisted with reconciliation and resolution of financial discrepancies.
- Coordinated procurement and administrative purchases in line with approved requirements.
- Prepared purchase documentation and followed up with suppliers on outstanding orders.
- Supported management with financial and operational reports.
- Coordinated office administration and maintained proper documentation.
- Liaised with internal teams, suppliers and external stakeholders to ensure timely resolution of administrative and financial issues.

## **Quality Control Officer**

2012 – 2017

*Best Foods Consulting Limited*

- Conducted quality inspections and monitored processes to ensure compliance with established quality standards.
- Identified quality issues, discrepancies and process deviations and recommended corrective actions.
- Maintained quality control records, inspection reports and relevant documentation.
- Worked with operational teams to investigate and resolve quality-related issues.
- Monitored compliance with established procedures and quality requirements.
- Supported continuous improvement initiatives to reduce errors and improve process efficiency.
- Prepared reports and communicated quality findings to relevant stakeholders.
- Contributed to maintaining consistent product and service quality.

## **Class Teacher – National Youth Service**

2011 – 2012

*Esopat Schools*

- Planned and delivered lessons in accordance with curriculum requirements.

- Managed classroom activities and maintained an organised learning environment.
- Assessed students' performance and maintained accurate academic records.
- Communicated effectively with students, colleagues and school management.
- Developed strong organisational, communication, leadership and interpersonal skills.

## EDUCATION

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### Bachelor of Science (B.Sc.) – Food Science and Technology, 2011

University of Uyo, Akwa Ibom State

Second Class Honours – Upper Division

## PROFESSIONAL CERTIFICATIONS & TRAINING

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- Data Protection Foundation Training – G2GFM Management Solutions Ltd, 2025
- Procurement & Contract Management Masterclass Certificate – Movalue School of Professional Development, 2023
- Project Management Masterclass Certificate – Movalue School of Professional Development, 2023
- Operations Management Masterclass Certificate – Movalue School of Professional Development, 2023
- Logistics & Supply Chain Masterclass Certificate – Movalue School of Professional Development, 2023
- Associate Member-Institute of Strategic Management, Nigeria, 2012
- Enterprise and Employability training – Vetical Horizontal Impact Konsult Limited, 2012

## KEY PROFESSIONAL ACHIEVEMENTS

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- Revenue Growth: Contributed to business revenue growth through business development, client acquisition and improved customer engagement.
- Cost Reduction: Supported cost-saving initiatives through effective procurement, supplier management and operational efficiency.
- Client Acquisition: Developed and maintained client relationships while identifying new business opportunities.
- Process Improvement: Identified operational gaps and implemented improvements to streamline business processes.
- Project Delivery: Coordinated operational activities and stakeholders to support successful project execution and delivery.

## TECHNICAL SKILLS

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|-----------------------------|---------------------|---------------------------|
| ▪ Microsoft Excel           | ▪ Microsoft Word    | ▪ Microsoft PowerPoint    |
| ▪ Data Analysis & Reporting | ▪ Sales Forecasting | ▪ Operational Reporting   |
| ▪ Procurement Documentation | ▪ LPO Preparation   | ▪ Business Administration |

## PROFESSIONAL ATTRIBUTES

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|-----------------------------------|-------------------------------------|--------------------------------|
| ▪ Analytical & Data-Driven        | ▪ Strong Communication Skills       | ▪ Problem Solving              |
| ▪ Leadership & Team Coordination  | ▪ Negotiation & Supplier Management | ▪ Strong Attention to Detail   |
| ▪ Strategic Thinking              | ▪ Customer-Focused                  | ▪ Adaptable & Results-Oriented |
| ▪ Excellent Organisational Skills |                                     |                                |

## REFERENCES

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Available upon request.