

ABDULLAHI AHMED

OPERATIONS & LOGISTICS OFFICER | CUSTOMER SERVICE MANAGER | MARKETING STRATEGIST

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Languages: English (Fluent) | Hausa (Native)

PROFESSIONAL PROFILE

Dynamic and results-driven professional with hands-on experience spanning **operations, logistics, customer service, travel consulting, sales, and marketing**. Progressed from Marketer (Travel Consultant) to Customer Service Manager at Phoenix Global Travel Service through consistent performance and strong client management. Brings a practical combination of operational discipline, customer-focused communication, commercial awareness, and problem-solving ability.

Experienced in coordinating daily operations, managing logistics and inventory, resolving customer issues, following up prospects, creating marketing content, and supporting business growth. Comfortable working under pressure, managing multiple priorities, coordinating teams, and building lasting professional relationships. Seeking an opportunity to contribute these strengths to a progressive organization while continuing to develop professionally.

CAREER HIGHLIGHTS

CAREER PROGRESSION Promoted from Marketer / Travel Consultant to Customer Service Manager through consistent performance.	OPERATIONS & LOGISTICS Experience managing daily operations, inbound/outbound logistics, inventory, sourcing, packaging, and delivery coordination.
CUSTOMER EXPERIENCE Strong record of client communication, issue resolution, service recovery, follow-up, loyalty cultivation, and relationship management.	SALES & MARKETING Experienced in prospecting, networking, negotiation, content creation, marketing outreach, and converting opportunities into client relationships.

CORE PROFESSIONAL STRENGTHS

• Customer Relationship Management	• Operations Coordination	• Logistics & Supply Chain
• Inventory & Delivery Management	• Sales & Marketing Strategy	• Client Retention & Follow-up
• Problem Solving & Issue Resolution	• Team Coordination	• Communication & Negotiation

CAREER VALUE

A versatile professional able to connect **people, processes, and business goals**—with experience moving between operational execution, customer service, sales, and marketing responsibilities. Brings reliability, initiative, attention to detail, empathy, adaptability, and a strong willingness to learn and deliver measurable results.

PROFESSIONAL EXPERIENCE

OPERATIONS AND LOGISTICS OFFICER

DRECAN Commodities Limited, Abuja | Resigned July 2026

- Oversaw daily operations and coordinated end-to-end inbound and outbound logistics activities.
- Managed inventory records, sourcing, packaging, branding, and movement of goods.
- Coordinated delivery activities with a focus on timely fulfillment and customer satisfaction.
- Streamlined operational processes to improve efficiency, organization, and service delivery.
- Monitored operational details and followed through on tasks from sourcing to final customer delivery.

PHOENIX GLOBAL TRAVEL SERVICE, ABUJA

Resigned December 2025 | Career Progression

Customer Service Manager — Promoted

- Led customer service operations and handled complex client queries with prompt, practical solutions.
- Reviewed customer feedback and identified opportunities to improve service quality and client experience.
- Built customer loyalty through responsive communication, follow-up, empathy, and consistent service.
- Coordinated team activities and supported service excellence across customer-facing operations.
- Managed escalated issues while maintaining professionalism and protecting long-term client relationships.

Travel Consultant — Marketer — Entry Role

- Advised clients on visas, passports, travel documentation, and general travel requirements.
- Developed customized travel itineraries according to client budgets, preferences, and needs.
- Researched travel prices, customs, weather conditions, and currency exchange information.
- Created engaging content for website and social media channels to support marketing activities.
- Conducted prospect follow-up, marketing outreach, client networking, and relationship building.
- Supported business development by identifying prospects and maintaining communication with potential clients.

REALTOR — FREELANCE

Abuja, Nigeria

- Showed properties according to client requirements and preferences.
- Followed up high-potential leads and supported negotiations through to sales opportunities.
- Provided personalized property advisory and maintained professional client relationships.
- Monitored legal and regulatory considerations and adjusted sales strategies based on viewing feedback.

EDUCATION & PROFESSIONAL DEVELOPMENT

B.Sc. Business Education

Al-Hikmah University, Kwara State, Nigeria

October 2018 – December 2022

CORE COMPETENCIES

CUSTOMER & OPERATIONS	SALES & MARKETING
Customer Relationship Management Customer Service Excellence Operations Management Logistics & Supply Chain Inventory Control Issue Resolution	Marketing Strategy Prospect Follow-up Client Networking Negotiation Client Retention & Loyalty Content Creation
PROFESSIONAL	WORKPLACE STRENGTHS
Team Leadership Communication Attention to Detail Multitasking	Empathy & Active Listening Innovative Thinking Problem Solving Adaptability

KEY ACCOMPLISHMENTS

- **Fast-track career progression:** Advanced from Marketer (Travel Consultant) to Customer Service Manager.
- **Performance recognition:** Recognized by management for delivering outstanding results.
- **Service reliability:** Maintained a record of zero lost items and zero unsatisfied customers.

PROFESSIONAL ATTRIBUTES

Client-focused • Results-driven • Organized • Reliable • Proactive • Analytical • Adaptable • Team-oriented • Strong communicator • Solution-focused

INTERESTS

Research • Strategic Winning • Football • Exploring • Meaningful Interactions

CAREER OBJECTIVE

To join a forward-thinking organization where I can apply my experience in operations, logistics, customer service, marketing, and business development while continuing to grow professionally and contribute measurable value.