

OLUWAFEMI ISAIAH SANNI

SENIOR OPERATIONS & BUSINESS MANAGEMENT PROFESSIONAL

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PROFESSIONAL PROFILE

Results driven Operations and Business Management professional with over 14 years of progressive experience directing end to end business operations, leading cross-functional teams, and driving measurable improvements in operational efficiency and profitability. Proven track record of translating organisational objectives into structured execution plans, managing multiple operational functions simultaneously, and maintaining business continuity across dynamic environments.

Career spanning General Management, Project Coordination, and Logistics Management across SME and entrepreneurial business environments in Nigeria. Demonstrated ability to manage stakeholder relationships, coordinate vendors and clients, improve workflows, supervise teams, and deliver operational results under pressure. Currently open to senior-level operations, project management, and business coordination roles locally and internationally.

VALUE PROPOSITION

What I bring to an organisation:

- Operational Oversight:** I build and manage the processes, systems, and team structures that keep businesses running efficiently from daily operations to strategic execution.
- Revenue & Profitability Support:** I have a consistent record of identifying inefficiencies, reducing costs, improving service quality, and directly contributing to business growth.
- Cross-Functional Coordination:** I connect people, departments, and external partners, ensuring clear communication, accountability, and delivery at every stage.
- Leadership Without Dependency:** I operate effectively both as a senior individual contributor and as a team leader, maintaining continuity and direction even in the absence of executive oversight.
- Client & Stakeholder Confidence:** I manage expectations, resolve escalations, and build relationships that translate into retention, trust, and long-term business value.

KEY CAREER ACHIEVEMENTS

- Increased business profitability by 30% through operational restructuring, workflow optimisation, and improved service delivery as General Manager at Jadepe Limited.
- Improved service quality by 20% through root-cause analysis of customer complaints and implementation of targeted operational improvements.
- Maintained a 98% customer satisfaction rating by ensuring proactive communication, timely project execution, and effective issue resolution.
- Maintained operational continuity during periods of executive absence, independently overseeing critical business functions without service disruption.
- Reduced logistics and supply chain costs by redesigning delivery schedules, improving inventory coordination, and streamlining vendor management processes.
- Successfully managed multiple operational functions simultaneously, including logistics, project delivery, finance coordination, client management, and team supervision.

CORE SKILLS & COMPETENCIES

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|-------------------------------|-------------------------------------|----------------------------------|-----------------------------|
| ✓ Operations Management | ✓ Business Process Improvement | ✓ Client Relationship Management | ✓ Logistics & Supply Chain |
| ✓ Stakeholder Management | ✓ Team Leadership & Supervision | ✓ Vendor & Supplier Coordination | ✓ Administrative Operations |
| ✓ Project Coordination Skills | ✓ Business Support & Coordination | ✓ Cross-functional Collaboration | ✓ Reporting & Documentation |
| ✓ Workflow Optimisation | ✓ Problem Solving & Decision Making | ✓ Strategic Planning & Execution | ✓ Budget & Cost Management |

PROFESSIONAL EXPERIENCE

General Manager | Jadeps Limited | Lagos, Nigeria June | 2019 - Present

Jadeps Limited is a Lagos based operations and services company. As General Manager, I hold full accountability for business operations, team performance, financial coordination, client relationships, and strategic execution.

- Directed end to end business operations overseeing projects, logistics, finance coordination, administration, and team performance to ensure alignment with organisational goals.
- Designed and implemented operational strategies that contributed directly to a 30% increase in business profitability through process redesign and cost optimisation.
- Led cross-functional team coordination to ensure projects were delivered on time, within budget, and in line with quality standards consistently meeting client expectations.
- Analysed customer feedback and operational data to identify root causes of service gaps, resulting in a measurable 20% improvement in service quality.
- Managed senior stakeholder and client relationships, overseeing expectation management, escalation resolution, and long-term account retention.

Project Manager | Oshique Ventures | Lagos, Nigeria | March 2015 - June 2019

Oshique Ventures is a Lagos based business services and solutions provider. In this role, I managed full project lifecycles across client accounts, coordinating internal teams, vendors, and external stakeholders.

- Managed multiple concurrent projects from initiation through to completion, maintaining adherence to agreed timelines, budgets, and scope requirements.
- Developed detailed project plans, delivery schedules, and risk mitigation frameworks that guided teams through successful project execution.
- Coordinated communication between clients, vendors, and internal teams, ensuring alignment, accountability, and clarity at every stage of delivery.
- Resolved service and product related issues promptly, contributing to improved client retention and a direct increase in repeat business and referrals.
- Sustained a 98% customer satisfaction rating through proactive issue management, consistent communication, and a commitment to delivery excellence.

Logistics Manager | Oshique Ventures | Lagos, Nigeria | May 2012 - March 2015

Promoted to manage logistics and supply chain operations for the organisation, with responsibility for operational coordination, inventory management, and team supervision.

- Coordinated end to end logistics and supply chain operations, managing delivery schedules, inventory levels, and supplier relationships to maintain operational flow.
- Reduced operational costs by redesigning supply chain processes and streamlining vendor coordination while maintaining consistent service quality standards.
- Supervised and mentored logistics personnel, driving improvements in team productivity, accountability, and day to day operational consistency.
- Managed supplier and third party vendor relationships, negotiating terms and resolving issues to ensure continuity of supply and service.

EDUCATION BACKGROUND

Bachelor of Science | Co-operative and Business Management | Olabisi Onabanjo University | Nigeria | 2010

CERTIFICATIONS & PROFESSIONAL TRAINING

Certified Project Manager | Institute of Corporate and Business Affairs Management (ICBAM) | Nigeria

TECHNICAL & COLLABORATION TOOLS

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) | Google Workspace (Docs, Sheets, Drive)
Microsoft Teams | Zoom | Microsoft 365 Asana | Microsoft Project

LANGUAGE

English: Full Professional Proficiency (written and spoken)

German: Elementary Working Knowledge (A2 Level)

REFERENCES

Available Upon Request