

ONEN MBEH EJUNO

E-Commerce Operations | Dark Store Operations | Fulfillment & Last-Mile Logistics |
Warehouse Operations | Inventory Management | Team Leadership.

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PROFESSIONAL SUMMARY

Dedicated Operations professional with 7+ years' experience in E-Commerce & Quick Commerce — specializing in Dark Store operations, Fulfillment & Last-Mile Logistics, Warehouse & Inventory Management, team leadership, and process optimization.

Highly skilled in team leadership, compliance oversight, daily financial management, and process optimization. Currently expanding expertise in CyberSecurity, with practical knowledge in vulnerability assessment, risk mitigation, and security best practices — enabling a stronger approach to operational resilience and data protection.

Adept at balancing strategic oversight with hands-on execution to support business growth, maintain high standards of compliance, and foster productive team environments. Committed to continuous improvement and operational excellence.

CORE COMPETENCIES

● Strong Leadership and people management Skills.	● Decision Making	● Good E-commerce Platforms skills.	● Process Improvement
	● Analytical and strong technical skills.	● Excellent Operational skills.	● Strong inventory and stock management with FIFO / FEFO skills
● Strong attention to details with strong problem-solving skills.	● Customer Relationship Management.	● Compliance & Regulatory Adherence	● Strong budgeting, cost control, and reporting skills
● Troubleshooting	● Field Operations	● Strong risk and Project Management skills.	● Microsoft Office Suite.
● Excellent vendor negotiation and contract management capability.	● Google Workspace skills.	● Facilities management.	● Clear, confident communication and escalation skills.
	● SOPs & Checklist	● Commercial Acumen	● Team Development
	● Project Management		

EXPERIENCE

MANO TECH LIMITED	LAGOS	CONTROLLER	MAY, 2023 - AUGUST 2026
● Implemented internal controls and risk mitigation processes.			
● Managed administrative work flows supporting business growth.			
● Provided excellent and quick customer service, resolving queries and issues promptly.			
● Reconciled all customer payments accurately and accounted for.			
● Tracked vehicles and dispatch for safety and accountability.			
● Managed team members towards achieving quality control.			
● Ensured all assets are well maintained and used properly.			
● Prevented theft and fraud in the office.			
● Investigated, resolved any discrepancies in payments and escalated to the finance team.			
FRESSIA FOODIES	LAGOS	OPERATIONS SUPERVISOR	NOVEMBER 2022 - MAY 2023
● Supervised and coordinated daily operations, ensuring efficiency and productivity.			
● Conducted performance evaluations, identify areas for improvement, and implement development plans.			

- Identified areas for process improvements and implement changes to increase efficiency and reduce costs.
- Conducted regular audits and inspections to ensure quality and compliance standards are met.
- Communicated effectively with team members, other departments, and stakeholders to ensure smooth operations and resolve conflicts.

DDH | DIVINE DENTAL HOME LAGOS ADMINISTRATIVE OFFICER OCT. 2018 - SEPT. 2022

- Performed administrative tasks, such as scheduling, correspondence, and record-keeping.
- Developed and implemented effective filing systems, both physical and digital.
- Managed office finances, including billing, invoicing, and expense tracking.
- Spearheaded new projects, ensuring timely completion and successful implementation.
- Collaborate with dental team members to achieve project goals.
- Recovered and reconciled payments from HMO's and other third-party payers.
- Provided exceptional support to patients, families, and dental team members.
- Fostered a positive and welcoming environment for patients and visitors.
- Developed and implemented policies and procedures to enhance office operations.
- Drafted weekly, monthly, and quarterly operations schedules.
- Identified key areas for process improvement and implement changes to increase efficiency and productivity.
- Liaise with Marketing Team to drive sales and Closed Contracts.

EDUCATION

University of Calabar.	B.Sc. Physics (2:1)	16 th January 2017 - 17 th March 2021.
National Youth Service corps(NYSC)		20 th October 2021 - 19 th October 2022

ACHIEVMENTS

- Worked with team members in securing and signing multiple contracts with HMOs and Companies.
- Participated in recovering over ₦13 million in outstanding payments from HMOs. Significantly improving the office's financial stability.
- Aced vendors and clients payments.
- Spearheaded a new project, resulting in the opening of a new premium wing (**DIVINE DENTAL HOME DULUXE**).
- Successfully gained Vendors trust for timely delivery of supplies.

REFEREES

Would be made available on request.