

SAMUEL, PELEG DUZA

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PROFESSIONAL SUMMARY

Results-driven operations and business management professional with over 10 years of progressive experience spanning retail operations, customer experience, sales management, and business administration across fast-paced telecom and retail environments. Proven track record of leading high-performing teams, optimizing operational efficiency, driving revenue growth, and delivering exceptional customer service standards.

Experienced in overseeing daily business operations, coordinating cross-functional teams, improving processes, and implementing performance-driven strategies that enhance productivity and profitability. Demonstrates strong leadership, problem-solving, communication, and stakeholder management capabilities with the ability to adapt quickly to dynamic business environments.

Recognized for delivering operational excellence, maintaining strong customer relationships, and fostering collaborative team cultures that support organizational objectives. Adept at business coordination, performance monitoring, staff development, and strategic execution with a strong commitment to efficiency, continuous improvement, and measurable results.

CORE COMPETENCIES

- Operations Management
- Team Leadership & Staff Development
- Customer Experience Management
- Business Operations Coordination
- Process Improvement & Operational Efficiency
- Sales & Revenue Growth Strategies
- Stakeholder & Relationship Management
- Performance Monitoring & Reporting
- Retail & Store Operations Management
- Strategic Planning & Execution
- Conflict Resolution & Problem Solving
- Inventory & Resource Coordination
- Communication & Interpersonal Skills
- KPI Tracking & Performance Analysis
- Administrative & Organizational Management

PROFESSIONAL EXPERIENCE

Operations Manager

Gworld Pharmacy & Supermarket

April 2026 – Present

- Oversee end-to-end daily operations across supermarket and pharmacy units to ensure operational efficiency, service excellence, and business continuity.
- Supervise and coordinate staff performance, workflow management, and operational compliance within a fast-paced retail environment.
- Implement operational strategies aimed at improving productivity, customer satisfaction, and overall business performance.
- Monitor inventory coordination, stock availability, and operational processes to support seamless service delivery.
- Prepare operational and performance reports to support management decision-making and business planning.
- Ensure adherence to organizational standards, operational procedures, and customer service best practices.
- Drive continuous improvement initiatives while maintaining high operational and customer experience standards.

Operations & Experience Center Manager

Nooreen Communications Abuja (9mobile Franchise)

April 2024 – April 2026

- Lead and supervise teams to achieve operational, sales, and customer service objectives within a fast-paced retail environment.
- Oversee daily business operations to ensure efficiency, service quality, compliance, and profitability.
- Monitor employee performance, provide coaching, and support staff development initiatives.
- Drive customer satisfaction through effective issue resolution and service delivery improvements.
- Prepare operational and performance reports to support business decision-making.
- Maintain positive stakeholder relationships while ensuring adherence to organizational policies and standards.
- Ensure business continuity through effective coordination of operational activities and staff performance.

Retail Sales Analyst

EMTS – 9mobile FCT Region

December 2013 – April 2024

- Managed customer relationships and contributed to the achievement of sales and service performance targets.
- Handled customer inquiries, complaints, and escalations while ensuring prompt and effective resolution.
- Supported revenue growth through sales initiatives, customer engagement, and retention strategies.
- Provided product and service guidance to customers, improving user experience and loyalty.
- Participated in telemarketing and promotional activities to support business growth.
- Contributed to operational efficiency through accurate reporting and effective customer management.

Field Sales Officer / Channel Sales

EMTS – Etisalat Nigeria

August 2011 – December 2013

- Supported customer acquisition and product activation initiatives across assigned territories.
- Educated customers on products and services while ensuring positive customer engagement.
- Assisted in meeting sales targets through effective relationship management and field sales activities.
- Resolved customer inquiries relating to products, services, and data-related issues.

Farm Assistant Coordinator

Ministry of Agriculture and Rural Development, Ogun State

August 2010 – June 2011

- Coordinated daily workforce activities and ensured smooth operational workflow.
- Managed inventory and monitored the availability of farm equipment and supplies.
- Prepared and submitted operational reports in a timely manner.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Frontline Customer Service Certification — Etisalat Nigeria
- Health, Safety & Environment (HSE) Compliance Certification
- Computer Applications Certification — Weblink Computer Institute, Minna

- Effective Communication Training
 - Introduction to Basic Selling Skills Training
 - Telemarketing Skills Training
 - Improving Personal Effectiveness at Work
 - Excel Spreadsheet Training
 - EMPACT Award – Passion for Excellence (May 2017)
 - EMPACT Award – One Team, One Mission (July 2016)
 - Letter of Commendation for Excellent Customer Service Delivery — CEO, Etisalat Nigeria
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EDUCATION

Federal University of Technology, Minna

Bachelor of Technology (Fisheries) — 2009

Government Secondary School, Minna, Niger State

Senior School Certificate Examination (SSCE) — 2003

Ideal Day Nursery and Primary School, Minna, Niger State

First School Leaving Certificate (FSLC) — 1997

REFERENCES

Available upon request.