

OMOTAYO OLANUSI

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Professional Summary

Results-driven Hospitality and Operations Professional with 4+ years of progressive experience in restaurant operations, inventory management, warehouse logistics, facility coordination, and team leadership. Proven track record of optimizing workflows, reducing operational costs, enforcing food safety and hygiene compliance, and improving service quality through data-driven inventory control and vendor negotiation. Skilled in conflict resolution, quality assurance, and cross-functional coordination. Committed to workplace safety, process improvement, and delivering exceptional customer experiences.

Work Experience

Shift Manager

June 2024 July2026

Food Concept Plc (Chicken Republic)

- Directed daily restaurant operations, managing 15+ staff and serving 200+ customers daily ensuring consistent service delivery and a 98% customer satisfaction rating.
- Implemented real-time inventory tracking, reducing stock shortages by 30% and cutting excess inventory waste by 22% through precise demand forecasting.
- Enforced HACCP and food safety standards with 100% regulatory compliance, passing all health inspections with zero non-compliance issues.
- Resolved 95%+ of customer complaints on-site, increasing repeat patronage by 18% within 6 months.
- Coordinated supply orders with 5+ vendors, negotiating terms that lowered procurement costs by 12% annually.
- Mentored new hires, reducing onboarding time from 4 weeks to 2 weeks and improving team performance scores by 25%.

Store Keeper

March 2023 May 2024

Mussabbey Nigeria Limited

- Managed warehouse receiving, verifying 50+ incoming shipments monthly with 100%accuracy against purchase orders and delivery notes.
- Maintained digital inventory logs for 200+ construction material SKUs, reducing stock discrepancies from 8% to 1.5%.
- Coordinated material issuance to 10+ construction sites, ensuring 99% on-time delivery and eliminating project delays due to material shortages.
- Conducted bi-weekly physical stock counts, triggering timely restocking and

reducing overstocking costs by 15%.

- Supervised loading and offloading teams, ensuring zero damage incidents and 100% quality verification of all goods received.

Services Coordinator

September 2021 Jan 2023

Steam Master Cleaning Services

- Coordinated cleaning operations across 12+ client sites, scheduling 20+ field staff and maintaining 95% on-schedule service delivery.
- Negotiated service contracts with 8+ new clients, growing annual revenue by NGN 4.5M+ and improving client retention rate to 92%.
- Sourced and managed cleaning material supply, reducing material costs by 18% through bulk purchasing and vendor consolidation.
- Enforced workplace safety protocols, achieving zero lost-time accidents over 16 months of operations.
- Resolved service issues within a 24-hour response window, maintaining a 4.8/5 client satisfaction

Factory Supervisor

April 2018 Dec 2020

Ademax Nigeria Limited

- Oversaw incoming material inspection for 15+ production lines, verifying quality against specifications and reducing defective inputs by 28%.
- Managed daily production output of 500+ units, ensuring 98% adherence to quality standards and on-time dispatch to 20+ distributors.
- Maintained accurate dispatch documentation for 30+ shipments weekly, eliminating order errors and reducing customer returns by 20%.
- Coordinated with procurement to maintain optimal stock levels, preventing production downtime and saving NGN 200K+ monthly in idle-time costs.

Core Competences

- Restaurant and Hospitality Operations Management
- Inventory Control and Stock Management
- Warehouse and Logistics Coordination
- Food Safety, Hygiene and HSE Compliance
- Team Leadership, Training and Supervision
- Vendor Negotiation and Cost Control
- Customer Service Excellence and Complaint Resolution
- Production Quality Control and Assurance
- Facilities and Cleaning Services Management
- Process Optimization and Workflow Improvement

Education

Federal Polytechnic Ede

June 2022

- Hospitality Management
- Higher National Diploma (HND)
- Upper Credit

Federal Polytechnic Ede

August 2018

- Federal Polytechnic Ede
- Hospitality Management
- Ordinary National Diploma (OND)
- Lower Credit

Certification

- Fire Safety Awareness — AOSH Honey TradeAcademy.
- Health and Safety at Workplace — AOSH HoneyTrade Academy.
- Plumbing and Pipe Fitting — HoneyTrade Academy
- Trade Test —Federal Ministry of Labour and Employment

References

Available upon request