

SHAIBU OCHOLI

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No. 14 Liberia Road, Malali Low-Cost, Kaduna State, Nigeria

PROFESSIONAL SUMMARY

A versatile and dedicated management professional with over a decade of experience spanning public administration, customer relationship management, sales, and program coordination. Adept at leading cross-functional teams, managing client portfolios, and implementing strategic initiatives that drive business growth and operational efficiency. Brings a track record of enhancing customer satisfaction, streamlining administrative processes, and contributing to revenue generation across diverse sectors including banking, real estate, hospitality, and government. Committed to leveraging strong analytical, communication, and leadership capabilities to deliver measurable value in any dynamic organisation.

CORE SKILLS

- Customer Relationship Management
- Administrative Coordination
- Program & Project Management
- Sales & Business Development
- Policy Analysis & Implementation
- Strategic Planning
- Communication & Negotiation
- Analytical Thinking
- Account Management
- Leadership & Team Supervision
- Data Management & Reporting
- Computer Literacy

PROFESSIONAL EXPERIENCE

Undisclosed Organisation

Program Manager

2025 - 2026

- Coordinated and managed end-to-end program activities, improving overall delivery efficiency by 25% through structured timelines and accountability frameworks.
- Developed and implemented strategic plans aligned with organisational goals, ensuring programmes remained within scope, budget, and deadline.
- Monitored program performance using KPIs and generated comprehensive reports to support executive decision-making.
- Led cross-functional teams of 10+ members to successfully achieve project milestones, fostering collaboration and high performance.
- Improved stakeholder engagement and participation by 30% through regular communication, feedback loops, and inclusive planning sessions.
- Managed programme budgets effectively, identifying cost-saving opportunities and ensuring financial compliance.

- Identified operational risks proactively and implemented mitigation strategies that reduced project disruptions by 20%.

Undisclosed Organisation

Relationship Manager

2023 – 2024

- Built and maintained strong client relationships across a diverse portfolio, improving customer retention rates by 35%.
- Identified upselling and cross-selling opportunities, contributing to a 20% increase in revenue from existing accounts.
- Managed client portfolios and conducted regular performance reviews to ensure service delivery met or exceeded expectations.
- Resolved customer complaints and service issues promptly, achieving a 40% improvement in customer satisfaction scores.
- Conducted scheduled follow-ups and relationship check-ins, ensuring clients remained engaged and informed.
- Collaborated closely with internal teams including operations and product to deliver tailored solutions that met client needs.

Mubarak & Partners Estate Surveyors & Values

Call Centre Agent / Customer Service Officer

2020 – 2022

- Delivered high-quality customer support across inbound and outbound channels, improving client satisfaction scores by 30%.
- Handled client inquiries, complaints, and service requests efficiently, maintaining accurate and up-to-date records of all interactions.
- Provided detailed property information, scheduled property viewings, and coordinated follow-ups to support the sales pipeline.
- Generated and nurtured leads, contributing directly to a 15% increase in property enquiry conversions.
- Educated customers on available products and services, resulting in improved cross-sell uptake.
- Reduced average complaint resolution time by 25% through proactive case management and escalation protocols.
- Maintained strict compliance with customer service standards and company communication policies.

First City Monument Bank (FCMB)

Sales Officer

Nov 2019 – Mar 2024

- Identified and pursued new business development opportunities, consistently meeting and exceeding monthly sales targets by up to 20%.
- Actively sought out potential customers and built lasting relationships by promoting FCMB's financial products and services to drive sales growth and revenue increase.
- Managed and maintained existing customer relationships to ensure high satisfaction and retention levels.
- Provided excellent customer service, resolving client issues and offering tailored financial solutions to retain and expand customer accounts.
- Collaborated with branch teams to achieve collective sales goals and contribute to overall business performance.
- Maintained accurate records of sales activities, pipeline status, and client interactions for reporting purposes.

Moniepoint

Digital Marketing & Relationship Manager

2016 – 2018

- Developed and executed digital marketing strategies aligned with business goals, increasing online customer engagement by 25%.
- Managed social media platforms and email marketing campaigns, growing the subscriber base and improving open rates by 18%.
- Managed customer relationships and ensured consistent service delivery, improving client satisfaction.
- Stayed updated with emerging digital marketing trends and tools to continuously improve campaign performance.
- Coordinated internal communications between marketing and sales teams to ensure alignment on promotional activities.

Kebbi State House of Assembly

Personal Assistant to the Director of Admin & Finance

Dec 2018 – Dec 2019

- Managed the director's schedule, correspondence, and appointments, ensuring efficient use of executive time.
- Coordinated appointments, meetings, and official events, and prepared review correspondence, reports, and documents on behalf of the director.
- Assisted in budget preparation, monitored expenditure, and ensured compliance with financial regulations.
- Coordinated travel arrangements, expense reports, and other administrative tasks related to financial management.
- Supported the leadership team to improve inter-departmental communication and administrative efficiency.
- Maintained confidential records and documentation with a high level of accuracy and discretion.

Royal Restaurant

Restaurant Manager

Mar 2014 – Mar 2016

- Oversaw all daily restaurant operations, ensuring smooth service delivery and adherence to quality standards.
- Managed staff hiring, scheduling, and performance, maintaining a motivated and productive team.
- Ensured high levels of customer satisfaction by implementing service improvements based on guest feedback.
- Coordinated events, promotions, and marketing activities that contributed to increased revenue and footfall.
- Maintained health, safety, and hygiene standards in compliance with regulatory requirements.

Emerald Hotel, Kaduna State

Sales & Customer Service Representative

Jan 2010 – Dec 2011

- Actively sought out potential customers and built business relationships to drive hotel sales growth and revenue.
- Managed and maintained existing customer relationships, ensuring repeat business and client loyalty.
- Provided excellent customer service, resolving issues and offering tailored hospitality solutions to meet guest expectations.
- Supported sales and marketing campaigns that improved hotel occupancy and brand awareness.

EDUCATION

Bachelor of Science (BSc) – Management

Imo State University, Imo State | 2022

Higher National Diploma (HND) – Human Resource Management

Federal Polytechnic Kaduna | 2018

National Diploma (ND) – Public Administration

Kogi State Polytechnic, Lokoja

REFERENCES

Available on Request