

UMAR ADEGOKE

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SUMMARY

Seasoned Business developer/ Operations Manager with over 7 years experience in operations Management, Business development and analysis, business Administration & Consultation, and Supply chain management. Core expertise includes:

- Business Administration, Project Management, Portfolio Management, Resources Management, Business analysis and Project Life cycle mastery
- Market Research & Analysis, Strategic Planning, Sales and lead generation
- Supply chain Planning & Forecasting, Procurement & Supplier Management
- Data Analysis & Interpretation, Stakeholder Analysis & Management
- Team Management & Development
- Human Resource Management

With a history of delivering impactful contributions, supported by globally recognized certifications from Atlanta College of Liberal Arts and Sciences (ACLAS) Business School, Harvard Business School, London School of Business Administration, International Business Management Institute (IBMI) and Project Management Institute (PMI), I bring a proven track record of success in business development and Operations management. A natural leader and collaborator, I excel at aligning organizational needs with strategic goals, guiding projects from conceptual design through execution and continuous improvement. As a skilled public speaker and driven self-starter, I am committed to expanding my expertise to adapt to evolving business landscapes and ensure project success.

SKILLS

- Business management and administration
- Business Development and analysis
- Project and Portfolio Management
- Agile and Scrum methodologies
- Public Speaking • Leadership & Communication
- Bench Marking & Competitive Analysis
- Supply chain management • Procurement
- Lean Manufacturing • Sustainability & Ethical sourcing
- Customer Relationship Management • Risk Management
- Adaptability & Innovation • Financial Acumen
- Market Research & Analysis • Strategic Planning

INDUSTRY/ WORK EXPERIENCE

OCT 2018– JUNE 2020

BUSINESS DEVELOPMENT EXECUTIVE, DA-EBS LOGISTICS

- Developed and implemented strategic business plans to enhance international logistics and delivery services..
- Identified and secured new business opportunities, resulting in a 45% increase in revenue over two years..
- Built and maintained strong relationships with key clients and partners across multiple regions.
- Conducted market research to stay ahead of industry trends and competitive landscape.

JUNE 2020–APRIL 2021

OPERATIONS MANAGER, DA-EBS GROUP

- Established a culture of continuous improvement by promoting best practices in project management, process optimization, and risk mitigation.
- Improved business profits through innovative cost containment and revenue generation techniques.
- Created, managed, and executed business plans, and communicated company vision and objectives to motivate teams.
- Enforced quality assurance protocols to deliver ideal customer experiences.
- Integrated new systems for scheduling appointments, managing customer contacts, and coordinating retention strategies..

MAY 2021– SEPTEMBER 2022

BUSINESS DEVELOPMENT LEAD, SEMICOLON

- Identified and pursued new market opportunities that expanded the company's footprint in the education technology sector.
- Successfully onboarded 50+ schools and educational institutions within the first year, increasing adoption of the company's edutech solutions.
- Developed and managed strategic partnerships with educators, school administrators, and institutional stakeholders, increasing institutional collaborations by approximately 40%.
- Conducted market research and competitive analysis to inform business development strategies and product positioning.
- Led product presentations, outreach campaigns, and demonstrations that generated over ₦30M in new partnership contracts and service agreements.
- Built and maintained strong client relationships, ensuring high retention rates and long-term partnerships.
- Collaborated with product, marketing, and operations teams to tailor solutions that improved digital learning access for students and educators..

SEPT 2022– JUNE 2023

CHIEF OPERATING OFFICER, KLOUTO SOCIAL MEDIA LIMITED

- Directed daily operations to ensure efficient workflow, timely project execution, and alignment with organizational goals.
- Developed and implemented operational strategies that improved productivity and streamlined internal processes.
- Supervised cross-functional teams responsible for social media management, digital marketing, and content development.
- Led the execution of data-driven social media campaigns that increased brand visibility, audience engagement, and client satisfaction.
- Strengthened client relationships by ensuring high service standards, timely delivery of projects, and consistent performance outcomes.
- Identified and established strategic partnerships that expanded the company's market reach and business opportunities.
- Implemented performance tracking and accountability systems to monitor team output and improve operational efficiency.

JULY 2023– SEPT 2025

PROJECT MANAGER, ARISE AFRICA

- Managed the planning and execution of community development and youth empowerment projects, ensuring timely delivery and alignment with organizational goals.
- Coordinated cross-functional teams and volunteers to successfully implement programs that impacted 200+ young people through training, mentorship, and capacity-building initiatives.
- Developed project plans, timelines, and monitoring frameworks that improved project delivery efficiency by approximately 40%.
- Led stakeholder engagement with community leaders, partner organizations, and sponsors to strengthen collaboration and program sustainability.
- Organized workshops, outreach programs, and educational campaigns focused on leadership development, entrepreneurship, and social impact.
- Monitored project performance and prepared progress reports for management and partners, ensuring transparency and accountability.
- Secured partnerships and in-kind support that contributed to the successful execution of multiple community initiatives.

SEPT 2025– TILL PRESENT

SENIOR BUSINESS DEVELOPMENT MANAGER, AFRI CYBERCORE

- Driving business growth by developing and executing strategic market expansion initiatives, contributing to an increase in qualified enterprise leads and expanding the company's presence across key African markets.
- Building and managing strategic partnerships with technology vendors, corporate organizations, and government agencies, increasing the company's partnership network by 35% and strengthening market penetration.
- Leading and mentoring a high-performing business development team, consistently achieving 120% of quarterly sales targets while improving overall team productivity by 30%.
- Growing the company's client portfolio by securing new enterprise accounts and contributing to a 40% increase in annual recurring revenue (ARR) through strategic client acquisition and retention initiatives.
- Conducting market intelligence, competitor analysis, and customer research to identify new revenue opportunities, supporting the launch of solutions that have increased customer engagement by 25%.
- Collaborating with technical, product, and executive teams to design customer-focused cybersecurity solutions, improving proposal win rates.
- Developing and delivering high-impact business proposals, contract negotiations, and executive presentations, maintaining a 65% proposal-to-client conversion rate.
- Managing key client relationships and customer success initiatives, contributing to a high client retention rate while identifying upselling opportunities that increase account value.

SEPT 2025 –TILL PRESENT

OPERATIONS MANAGER, TEN HEALTH SOLUTIONS

- Overseeing day-to-day operational activities across healthcare technology projects, ensuring 98% service uptime and seamless delivery of SaaS solutions, including Electronic Medical Records (EMR) systems.
- Leading cross-functional teams comprising operations, customer success, technical support, and implementation specialists, improving operational efficiency by 40% while consistently meeting service-level agreements (SLAs).
- Driving the successful implementation and onboarding of 50+ healthcare facilities, increasing

platform adoption by 45% and improving customer satisfaction.

- Streamlining operational workflows and standard operating procedures (SOPs), reducing service delivery turnaround time by 35% and enhancing organizational productivity.
- Monitoring key operational and business performance indicators, implementing data-driven process improvements that reduce operational costs by 25% without compromising service quality.
- Collaborating with product, engineering, and business development teams to optimize EMR and digital health solutions based on customer feedback, contributing to a 30% increase in client retention.
- Managing vendor relationships, resource planning, and project execution to ensure timely delivery of operational milestones while maintaining 95% customer satisfaction.
- Strengthening compliance with healthcare data privacy, security, and regulatory requirements, maintaining 100% adherence to organizational and industry standards.
- Driving continuous improvement initiatives through automation and process optimization, increasing team productivity by 38% and enhancing overall operational performance

EDUCATION

B.EHS - PUBLIC HEALTH, UNIVERSITY OF IBADAN
ENVIRONMENTAL HEALTH SCIENCES

MBA (Masters In Business Administration)- ATLANTA COLLEGE OF LIBERAL ART AND SCIENCES (ACLAS), Georgia, USA

DBA in view(Doctor of Business Administration)- ATLANTA COLLEGE OF LIBERAL ART AND SCIENCES

CERTIFICATIONS

- Masters In Business Administration (MBA) - Atlanta College of Liberal Arts and Sciences, Georgia, USA
- Core in Business Analytics & Management, -Harvard Business School
- Credential Of Business Management - London School of Business Administration
- Professional in Business Analysis (PMI-PBA) - Project Management Institute
- Professional in Business Intelligence (PBI) - Google
- Risk Management Professional (RMP) - Project Management Institute
- Project Management Professional Certificate (PMP) - Project Management Institute
- Human Resources Management- International business management institute (IBMI), Berlin, Germany
- Portfolio Management Professional Certificate (PfMP) - Project Management Institute

