



MOSES AMINU

BRANCH MANAGER — OPERATIONS & TECHNICAL LEADERSHIP

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- Akure, Nigeria

KEY STRENGTHS

- Reliable Technician
- Promoted Leader
- Problem Solver

CORE COMPETENCIES

- Operations & Turnaround
- KPI & Performance Tracking
- B2B & Dealer Management
- Team Leadership & Culture
- Customer Experience
- Technical Diagnostics & Repair
- Supply Chain & Inventory
- Fraud & Risk Detection
- Data-Driven Decisions

EDUCATION

B.Sc. Information Technology

National Open University of Nigeria (In View)

WAEC

Enthroned Secondary School, Sabon Tasha, Kaduna

First School Leaving Certificate

LGEA Primary School, Ungwan Yelwa, Kaduna

REFEREES

Available on request

PROFILE

Versatile Operations Manager and Technical Specialist with 7+ years driving branch performance, technical diagnostics, and customer satisfaction across the tech and hospitality sectors. Started on the shop floor as a component-level repair technician with a 100% attendance record, and was promoted into branch leadership on the strength of reliability and versatility. Known for a practical, human-centred style of management — turning around underperforming branches by rebuilding team culture, tightening operational controls, and putting the customer experience first — while remaining equally comfortable managing P&L targets, B2B dealer networks, and hands-on micro-electronics repair.

KEY ACHIEVEMENTS

- Grew monthly branch sales from ₦2M to ₦5.2M, consistently beating monthly and quarterly targets
- Moved branch KPI rating from Grade D to Grade A within 5 months
- Raised customer satisfaction from 2/5 to a consistent 5/5
- Doubled sales (2x) through newly developed promotional strategies
- Cut store shortages and theft via a personally designed "signature" inventory-control method
- Lifted customer-staff relationship scores from 40% to 85%
- Improved staff-to-staff collaboration from 60% to 80%
- Took company service ratings from 3★ to 5★
- Built customer trust in spare-parts quality from 1/5 to 4/5
- Raised "sit-and-wait" same-visit repair completion from 3/10 to 9/10

LEADERSHIP HIGHLIGHTS

Team Leadership & Culture Turnaround

Inherited a branch team in Akure marked by tension and poor teamwork. Rebuilt trust through open communication and off-day team bonding sessions. **Result:** stronger collaboration and a measurable rise in staff contribution to branch growth.

Customer Experience Improvement

Spotted a decline in service quality and launched a 24-hour customer feedback channel at personal cost. Analysed two months of feedback data and traced it to staff overcharging. **Result:** monthly customer satisfaction rose from 90% to 98–100%.

Fraud Detection & Risk Management

Investigated recurring mismatches between customer complaints and official records. Led a two-month field-monitoring and mystery-customer operation that uncovered an unauthorised collection point run by a staff member. **Result:** evidence led to dismissal and restored customer trust in the branch.

Data-Driven Problem Solving

Diagnoses issues using data, tests solutions in real scenarios, implements corrective action, and tracks outcomes to prevent recurrence — an approach reflected throughout the results above.

PROFESSIONAL EXPERIENCE

Branch Manager — Transssion

Akure, Nigeria | Jun 2023 – Aug 2026

- Operational Turnaround:** Took KPI performance from Grade D (<40%) to Grade C (55%) within 30 days, reaching Grade A (97–100%) in 5 months; sustained a top 1–2 ranking across West/North Nigeria.
- Revenue & P&L Oversight:** Grew monthly branch revenue to ₦4.4M–₦5.6M, consistently surpassing corporate benchmarks (₦4.2M–₦5.2M) by removing bottlenecks in service delivery.
- Dealer Network Expansion:** Managed regional B2B accounts across all LGAs in Akure, growing loyal active dealers by 83% and strengthening long-term retention.
- Customer Experience:** Cut complaints and negative feedback by 80% through proactive escalation protocols and service-desk restructuring.
- Team Empowerment:** Introduced fair incentive programmes and skill recognition, building a motivated, high-output culture with faster issue resolution.
- Facility & Administrative Control:** Led executive review meetings, enforced cash-handling and security controls, and redesigned office layouts for efficiency.

Accessories Technician — Transssion

Kaduna / Akure | Nov 2022 – Jun 2023

- Handled advanced component-level troubleshooting, precision soldering, and hardware/software repair across wearables, smart audio devices, and power banks; reduced average repair turnaround time by 30%.
- Managed warranty claims, reverse logistics, and daily parts inventory, achieving zero variance across monthly audits.

Assistant Supervisor — Yusbol Nigeria Ltd

Kaduna | Apr 2019 – May 2022

- Supported daily team workflows, shift rosters, and safety/quality standards; coordinated logistics, procurement, and vendor communication to meet weekly targets.

Assistant Customer Care Supervisor — Prestige International Hotel

Kaduna | Aug 2018 – Feb 2019

- Supervised front-desk and guest-relations staff; resolved complex complaints and managed reservations and front-of-house financial records, improving guest retention and review scores.