

ABIODUN SAMUEL JONATHAN

📍 Abuja, Nigeria

PROFESSIONAL SUMMARY

Results-driven professional with 15 years of experience in the hospitality industry, specializing in operations management, customer experience, and stakeholder coordination within a family-owned hotel setting. Proven ability to lead cross-functional teams, streamline processes, and deliver high-quality service outcomes.

Recently upskilled in data analysis to enhance critical thinking and data-driven decision-making, with a strong interest in transitioning into business strategy/ product management. Adept at combining user-centric thinking with operational expertise to support product development, improve user experience, and drive business value in a remote, tech-enabled environment.

TARGET ROLE

Business strategist - Managerial level (Remote role)

(or: Associate Product Manager /A Product Operations Analyst- (Intermediate level))

CORE COMPETENCIES

- Product Thinking & User-Centric Design
- Data-Driven Decision Making
- Operational Process Optimization

KEY SKILLS

Product & Business Skills

- Product lifecycle support
- User experience (UX) awareness
- Stakeholder management
- Cross-functional team coordination

- Business operations & service delivery
- Customer journey mapping

Data & Analytical Skills

- Data analysis & interpretation
- Basic data visualization
- Problem-solving using data insights
- Critical thinking for decision-making

Soft Skills

- Communication & interpersonal skills
 - Adaptability in remote environments
 - Time management & organization
 - Attention to detail
 - Team collaboration
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PROFESSIONAL EXPERIENCE

Operations Manager

Family-Owned Hotel Business | Sokoto and Abuja, Nigeria

2009 – Present

- Managed end-to-end daily operations, ensuring seamless service delivery and customer satisfaction
 - Coordinated cross-functional teams (front desk, housekeeping, kitchen, logistics) to improve efficiency
 - Designed and implemented processes that enhanced operational performance and service quality
 - Led customer experience initiatives, improving guest satisfaction and retention
 - Built and maintained strong relationships with internal and external stakeholders
 - Identified operational gaps and introduced data-informed improvements
 - Supervised staff performance, training, and scheduling
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EDUCATION

Bachelor of Science (B.Sc.) in Business Administration

CERTIFICATIONS & TRAINING

- Data Analysis Certification (Course-based)
 - Workplace Fundamental Skills Program
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ADDITIONAL INFORMATION

- Open to remote business strategist roles at managerial level
- Strong interest in tech-driven solutions and digital products
- Continuous learner with a growth mindset



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