

IGWE CHINWEOKE AUGUSTINE

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PROFILE SUMMARY

Highly motivated and results-driven professional with years of experience in leadership and management roles across various industries, including travel and tours, clothing retail, hospitality, and services. Proven track record in effectively managing operations, driving business growth, and delivering exceptional customer service. Adept at overseeing and optimizing budgets, expenses, and resources to ensure cost-effectiveness and profitability. Skilled in leading and motivating diverse teams, fostering a collaborative work environment, and providing guidance and coaching for improved performance. Demonstrated ability to implement process improvements and leverage technology to streamline operations and enhance customer experiences. Committed to maintaining high-quality standards, adhering to industry regulations, and upholding the organization's reputation for excellence. A dynamic leader with a strategic mindset, possessing strong analytical, problem-solving, and decision-making capabilities.

SKILLS AND CORE COMPETENCIES

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|-------------------------|-----------------------------|---------------------------|
| • Operations Management | • Graphics Designing | • Relationship Management |
| • Budget Management | • User Experience Designing | • Excellent Communication |
| • Project Management | • Digital Marketing | • Project Management |
| • Sales & Marketing | • Attention to Detail | • Interpersonal Skills |

SKILLS HIGHLIGHTS

- Ability to lead and manage teams, including motivating and inspiring individuals to achieve their goals.
- Excellent multitasking skills with strong attention to detail and the ability to manage multiple tasks and projects.
- Capacity for strategic planning and decision-making, using market trends and data to create effective business strategies.
- Comfortable with projects that require multi-tasking and flexible with changing priorities.
- Strong problem-solving and critical thinking abilities, with the capacity to identify issues and develop solutions that support business objectives.

PROFESSIONAL EXPERIENCE

Operations Manager – Ziracon Travels and Tours

Jun 2023

- Developed and managed budgets, controlled expenses, and ensured cost-effectiveness in operations.
- Managed and supervised the day-to-day operations of the travel agency, ensuring smooth and efficient processes.
- Monitored the quality of services provided, and ensured compliance with industry standards and customer expectations.
- Led and motivated a team of travel agents and support staff, and provided guidance, coaching, and performance feedback.
- Implemented travel technology solutions to streamline operations, booking systems, and customer management.
- Collaborated with the sales team to develop and implement strategies to increase revenue, meet targets, and achieve business goals.

Manager – P5 Clothing India-Nigeria Branch

Jun 2020 – 2023

- Managed budgets, tracked expenses, and optimized cost-effectiveness in branch operations.
- Developed and implemented strategies to drive sales, expand the customer base, and achieve revenue targets.
- Monitored and maintained appropriate inventory levels, and ensured the availability of products while minimizing excess stock.
- Collaborated with the marketing team to execute campaigns and promotions to increase brand awareness and drive sales.
- Ensured compliance with all local laws, regulations, and company policies related to business operations, employment, and safety.

Food & Beverage Supervisor – De Santos Hotel, Akowonjo, Lagos State

Nov 2018 – 2019

- Created and managed staff schedules, and considered business demands, labor laws, and staff availability.
- Ensured strict adherence to food safety and hygiene standards to maintain a safe and clean dining environment.
- Monitored food/beverage quality, presentation, and consistency to meet the hotel's standards and guest expectations.
- Generated reports on food and beverage sales, expenses, and profitability, analyzing data to identify opportunities for improvement.
- Oversaw and managed the day-to-day operations of the food and beverage outlets at De Santos Hotel, ensuring smooth and efficient functioning.

Supervisor – Villa-Roy Hotel, Umuahia Abia State**2013 – 2014**

- Organized and coordinated work schedules, ensuring adequate coverage and smooth transitions between shifts.
- Assigned duties and responsibilities to departmental staff, and ensured efficient task completion, and effective teamwork.
- Assisted in managing budget and expenses, strived for cost-effectiveness while maintaining service quality
- Oversaw inventory levels and stock usage for the department, and made sure that necessary supplies were available and waste was minimized.
- Supervised and guided the departmental staff, and provided direction, training, and performance feedback to maintain high service standards.

Manager – Citybase Multilink, Umuahia, Abia State**2012 – 2013**

- Managed budgets, tracked expenses, and optimized cost-effectiveness within the department.
- Oversaw the planning, execution, and successful completion of projects within the department.
- Collaborated with the sales and marketing teams to develop and execute sales strategies and marketing initiatives.
- Continuously assessed and enhanced departmental processes and workflows to increase efficiency and productivity.
- Developed and implemented strategies to drive business growth, expand the customer base, and increase revenue.

Manager – Benbela Laundering and Dry-Cleaning Services, Umuahia Abia State**2003 – 2009**

- Ensured efficient and timely processing of customer orders from intake to delivery.
- Oversaw budgeting, tracked expenses, and optimized cost-effectiveness to maintain profitability.
- Developed and executed marketing strategies to attract new customers and retain existing ones.
- Built and maintained strong relationships with customers, and ensured exceptional customer service and satisfaction.
- Managed laundry supplies and equipment inventory, and ensured that adequate stock was available for smooth operations.

EDUCATION**Higher National Diploma (Upper Credit) – Public Administration****2016****TRAINING & CERTIFICATIONS****Salesforce** – Associate**Aleph Digital Ad Degree** – Digital Marketer**Hibreed Station Canada** – User Experience Designer**Aqskills Africa** – User Experience Designer**Orange VFX Studio** – Graphics Designer**HIIT Technology Nigeria** – Digital Marketer