



Olumide Afolabi

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ABOUT ME

Results-driven supply chain professional with over 3 years of experience in last-mile delivery and warehouse management. Skilled in optimizing delivery routes, managing inventory, and enhancing operational efficiency. Proven track record in leading teams, implementing process improvements, and driving customer satisfaction. Proficient in logistics software and committed to excellence in supply chain operations.

WORK EXPERIENCE

2 FEB 2024 – CURRENT Lagos, Nigeria

Management Consultant Email Logistics

- Implement a comprehensive review of Email Logistics' supply chain processes to identify inefficiencies and bottlenecks
- Revamp customer service procedures and protocols to elevate the overall customer experience
- Currently spearheading efforts to integrate sustainable practices into Email Logistics' operations

Achievements

- Developed and implemented strategies to streamline logistics operations, resulting in a 15% reduction in transportation costs and a 20% improvement in delivery times
- Implemented a customer feedback system and training program for staff, resulting in a 10% increase in customer satisfaction ratings and a 20% decrease in customer complaints within one month

8 OCT 2019 – 12 MAY 2022 Lagos, Nigeria

Team Lead, Experience Center Agent GiG Logistics Limited

- Scored in the top 80% of employees for successful and highest order processed per day Forged and nurtured impactful relationships with customers to cultivate loyalty, boosting customer satisfaction ratings by 75%
- Managed customer's onboarding processes, ensuring that their expectations and goals were fully met
- Responsible for escalation of tickets and account management of over 80 customers
- Met with the current and prospective customers regularly, demonstrating system updates, conducting product demos, and answering questions
- Provided recommendations and input for training, product development, and sales support to improve customer satisfaction
- Effectively manage shift schedules for team members

7 JUN 2015 – 19 OCT 2017 Accra, Ghana

Logistics and distribution manager Gopalex Limited

- Responsible for the distribution of goods to all customers in Ghana
- Trained and managed clients on our product range
- Handled the responsibilities of receiving goods, processing documentation, and storing deliveries at the warehouse
- Maintaining a proper record of inventory of items in the warehouse and order as required
- Supported HR with onboarding, training new staff on the use of the back-office system

Achievements

- Supported the sales team to overshoot monthly target by 50%
- Timely distribution of goods to customers in all region in Ghana, contribution to meeting and surpassing sales target

EDUCATION AND TRAINING

12 JUN 2024 – CURRENT Oxford, United Kingdom

Diploma in Supply Chain Management (In-view to be completed in February, 2025) UniAt hena

Website <https://uniathena.com/>

11 DEC 2020 – 12 DEC 2020 Lagos, Nigeria

Certificate in Customer Experience Training The Business Gas Station

7 APR 2017 – 13 JUN 2017 Accra, Ghana

Certificate in Customer Service Management Ghana Institute of Management and Public Administration

Website <https://gimpa.edu.gh/>

9 FEB 2009 – 12 NOV 2012 Benin City, Edo State, Nigeria

Mass Communication University of Benin

Website <https://www.uniben.edu/>

DIGITAL SKILLS

Route Planning | Team work and Conflict resolution | Invoicing and Inventory Systems | warehouse management | Distribution Management | Data Entry | Organizational and planning skills | Negotiation | Attention to Details | Microsoft Office | Digital Skills: Digital Marketing | Google Tools (Google Analytics, Google Ads, Google Trends, Google Drive, Google Meet) | Google - Google Business, Google ADS & Google Analytics

Reference:

Available on request