

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. Demonstrated ability to implement process improvements and leveraging technological tools like, **Trello, Asana, HubSpot CRM, Zoho CRM, Salesforce CRM, Google Suite, Microsoft Suite, Calendly, PickTime**, and etc. 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 skills.

MY EXPERTISE INCLUDES

- Operations Management
- Excellent Interpersonal Skills
- Emotional Intelligent
- Negotiation Skills
- Customer Support Skills
- Social Media management
- Email Template Designing
- Executive Assistant
- Good communication Skill
- Team Collaboration
- Problem-Solving Skills
- Technical Skills
- Teaching Skills
- Portfolio Revamping Skills
- Attention to details
- Leadership Skills
- Open mindedness
- Graphics Designing
- Project Management Skills
- Empathy
- Adaptability Skills

SKILLS HIGHLIGHTS

- Ability to lead and manage teams, 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 EXPERIENCES

Operations Manager Ziracon Travels and Tours

Jun 2023 to Date

- Developing and managing budgets, controlling expenses, and ensuring cost-effectiveness in operations.
- Managing and supervising the day-to-day operations of the travel agency, ensuring smooth and efficient processes.

- Monitoring the quality of services provided, and ensured compliance with industry standards and customer expectations.
- Leading and motivating a team of travel agents and support staff, providing guidance, coaching, and performance feedback.
- Collaborating with the sales team to develop and implement strategies to increase revenue, meeting 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, Labour 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.

EDUCATION

Higher National Diploma (Upper Credit) – Public Administration

2016

TRAINING & CERTIFICATIONS

HubSpot Software	-- Inbound marketer
Google Certified	-- Fundamentals of IT technical support
Alx_Africa Salesforce	-- Associate
Aleph Digital Ad Degree	- Digital Marketer
Hibreed Station Canada	- User Experience Designer
Aqskills Africa	- User Experience Designer
Orange VFX Studio	- Graphics Designer