

IGWE CHINWEOKE AUGUSTINE

+2348072583359 | austinechi45@gmail.com | [LinkedIn](#)

OPERATIONS MANAGEMENT | HR MANAGEMENT

Dynamic Recruitment and Operations Manager with a background in Career consulting, Retail, Hospitality, Travel, and tours. Specializing in managing the full employee lifecycle and fostering a positive, inclusive work environment. Adept at developing and implementing strategic hiring plans, building and maintaining a strong employer brand, and designing employee engagement initiatives. Dedicated to leveraging core tools such as Applicant Tracking Systems (ATS), HRIS, and social media platforms for talent sourcing and recruitment efficiency. Skilled in employee relations, compensation and benefits programs, training and development, and data-driven decision-making. Proficient in tools including Microsoft Office Suite, Slack, Microsoft Teams, Zoom, payroll and benefits management software, and survey and feedback tools. Known for exceptional stakeholder management, ensuring seamless transitions and compliance with labour regulations.

SKILLS AND CORE TOOLS

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|-------------------------------|---------------------------------|---------------------------|
| • Negotiation | • Market Research | • Canva Pro |
| • Automation tool | • Sales & Marketing | • MS Teams |
| • Customer Management | • Graphics Designing | • Slack Trello |
| • Business Management | • Interpersonal Skills | • Monday.com |
| • Operations Management | • Recruitment and Hiring | • Trello Asana |
| • Excellent Communication | • Training and Development | • HubSpot CRM HRIS |
| • Applicant Tracking System | • Social Media Management | • HubSpot Zoho CRM |
| • Interviewing and Assessment | • Employee Lifecycle Management | • MS Suite Google Suite |
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Recruitment Manager (Freelance) – Highbrow Research

2024 – Present

- Oversee the full employee lifecycle, including recruitment, onboarding, performance management, and offboarding processes, maintaining seamless transitions throughout.
- Build and maintain a strong employer brand, leveraging various channels to attract top talent and enhance the organization's reputation as a preferred employer.
- Design and implement employee engagement initiatives, fostering a positive, inclusive work environment that promotes employee satisfaction and retention.
- Manage employee relations, address concerns, resolve conflicts, and ensure compliance with labour laws and regulations, maintaining a harmonious workplace.
- Develop comprehensive compensation and benefits programs to attract and retain top talent, ensuring competitive and fair remuneration packages.
- Analyze HR metrics and provide data-driven insights to drive informed decision-making, contributing to strategic HR planning.
- Facilitate training and development programs to enhance employee skills and support career growth, promoting continuous learning and development.

Operations Manager – Ziracon Travels and Tours

2023 – 2024

- Oversaw developing a user-friendly and easy-to-navigate website for the agency, which resulted in a 25% increase in client engagement and revenue generation.
- Increased social media engagement by 20% within four months through targeted content strategies and community engagement initiatives.
- Monitored and improved customer satisfaction levels, implementing strategies that fostered positive customer experiences and loyalty.
- Enhanced customer satisfaction scores by 8% through proactive customer support and resolution strategies, significantly boosting client retention and brand loyalty.

- Decreased response time to customer inquiries by 5% by implementing a chatbot system using HubSpot CRM and optimized support workflows.

Manager – P5 Clothing India-Nigeria Branch

2020 – 2023

- Directed and managed sales operations for the Nigeria branch of P5 Clothing India, overseeing a team of sales professionals and ensuring alignment with company objectives and targets.
- Successfully launched new product lines and initiatives, driving market penetration and revenue growth in key segments.
- Developed and implemented strategic sales plans and initiatives to drive revenue growth, expand market share, and achieve sales targets across various product lines and customer segments by 15%.
- Identified new business opportunities and market trends through conducting market research and analysis to inform sales strategies and business development efforts.
- Achieved a 25% increase in sales revenue year-over-year by implementing targeted sales strategies and expanding the customer base.
- Negotiated and secured major businesses with key clients and retail partners, contributing to business expansion and market leadership

Food & Beverage Supervisor – De Santos Hotels

2018 – 2019

- Oversaw and managed the day-to-day operations of the food and beverage outlets, ensuring smooth and efficient functioning, leading to a 10% improvement in operational efficiency and guest satisfaction.
- Ensured strict adherence to food safety and hygiene standards, maintaining a safe and clean dining environment that consistently met health regulations, contributing to a 12% increase in positive health inspection scores.
- Monitored food and beverage quality, presentation, and consistency to meet the hotel's standards and guest expectations, resulting in a 15% increase in positive guest feedback and repeat business.
- Created and managed staff schedules, considering business demands, labor laws, and staff availability, ensuring optimal coverage and compliance, which led to an 8% improvement in employee satisfaction.
- Generated detailed reports on food and beverage sales, expenses, and profitability, analyzing data to identify opportunities for improvement and achieving a 22% increase in profitability.

Key Achievements

- Improved employee productivity by 15% by implementing new workflow processes and targeted training initiatives, leading to more efficient operations and higher-quality service delivery.
- Cultivated and maintained relationships with key clients, distributors, and retail partners, negotiated businesses, and resolved issues through exceptional customer service.
- Streamlined sales processes and procedures, significantly increasing operational efficiency and reducing costs by 10%, leading to a more productive and profitable business environment.
- Oversaw the creation and development of various social media handles for the agency, which comprised Facebook, Instagram, Twitter, and LinkedIn, which led to a 20% increase in revenue generation and employee retention.

EDUCATION

Higher National Diploma (Upper Credit) Public Administration Federal Polytechnic Nekede	2016
National Diploma Public Administration Federal Polytechnic Nekede	2012

TRAINING & CERTIFICATIONS

Google IT Support Fundamentals IT Support	
HubSpot CRM	Digital marketing
Hibreed Station Canada	User Experience Designing
Aleph Digital Ad Degree	Digital Marketing
Salesforce CRM	Associate