

# AKEJU AYODEJI PAUL

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Oyo State, Ibadan, Okeayo T Junction

## PERSONAL SUMMARY

Dynamic and results-driven professional with a strong enthusiasm for achieving excellence. With extensive experience in streamlining operations, boosting team productivity, and driving customer satisfaction, I bring a hands-on approach to ensuring growth and efficiency across all areas. Skilled in fostering collaborative team environments, adept at problem-solving, and passionate about developing innovative strategies to meet and exceed targets. Known for an unwavering commitment to quality, adaptability in fast-paced environments, and an eye for identifying and capitalizing on new opportunities to advance business objectives. Excited to leverage my skills and experience to deliver impactful results and drive success.

## KEY SKILLS

- Effective Communication
- Adaptability
- Team Collaboration
- Creative Problem Solving
- Customer Service Excellence
- Time Management
- Attention to Detail
- Conflict Resolution
- Project Management
- Sales and Persuasion
- Leadership
- Interpersonal Skills
- Emotional intelligence
- Continuous Learning
- Goal Orientation
- Public Speaking
- Resilience
- Creativity
- Analytical Thinking
- Digital Literacy

## PROFESSIONAL EXPERIENCE

**Shoprite, Iagos**

**August 2013-present**

**Retail Store Branch Manager**

Accomplishments:

- Oversee all branch operations, including opening and closing procedures, cash handling, and precise inventory control.
- Strategize and execute plans to meet sales targets, drive revenue growth, and elevate customer satisfaction.
- Lead and mentor a high-performing team, delivering coaching and evaluations to maintain superior productivity and customer service.
- Analyze sales and financial data, identifying areas for improvement, and implementing targeted corrective actions.
- Maintain a clean, organized, and visually appealing store that aligns with company standards and enhances the customer experience.
- Build and sustain strong customer relationships to promote loyalty and repeat business.
- Stay informed on industry trends, competitor activities, and market dynamics to guide proactive decision-making.
- Partner with marketing teams to plan and execute impactful promotional campaigns and events.
- Ensure full compliance with policies, procedures, and operational standards.
- Resolve customer complaints professionally and efficiently, fostering positive experiences.
- Demonstrate proficiency in inventory management systems, including processes and documentation.

**Kentucky Fried Chicken (KFC), lagos**  
**Manager**

**December 2010- December 2013**

Accomplishments:

- Led the strategic restructuring and redesign of business processes, driving operational efficiency and maximizing profitability.
  - Managed workforce optimization, ensuring the outlet maintained an ideal staffing balance to meet service and productivity goals.
  - Designed and executed local marketing initiatives to increase foot traffic and boost sales, strategically responding to market needs.
  - Conducted comprehensive performance appraisals for both staff and management, driving productivity and informing actionable recommendations to leadership.
  - Reported daily to the Area Coach, providing insights on operational outcomes, strategy alignment, and team progress.
  - Pioneered the successful launch of KFC in Nigeria, establishing high operational standards, and achieving rapid business growth.
  - Directed daily operations to consistently achieve key performance targets.
  - Spearheaded accurate sales forecasting to align resource planning with demand, enhancing inventory management.
  - Oversaw asset management, ensuring the security and effective utilization of all movable and fixed assets.
  - Partnered with food regulatory bodies to guarantee the highest standards of food safety, ensuring compliance and customer satisfaction.
  - Served as the principal leader in cultivating a seamless, high-performance restaurant environment, driving an exceptional guest experience.
  - Supervised counter managers to deliver unparalleled customer service, upholding brand standards and operational excellence. Supervision of counter managers for optimal delivery of excellent services
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**Tantalizes Nig.Plc, lagos**  
**Restaurant Manage/Operations**

**December 2008-November 2010**

Accomplishments:

- Developed and enforced strategic policies to optimize compliance and operational consistency across the workforce.
  - Ensured prompt, effective responses to customer inquiries and complaints, enhancing customer satisfaction and loyalty.
  - Supported cross-departmental collaboration, assisting teams in achieving key performance targets and organizational goals.
  - Organized impact training sessions and seminars to boost staff performance, fostering a culture of continuous improvement.
  - Acted as a vital liaison between senior management and employees, facilitating clear communication and alignment.
  - Directed strategic planning processes, aligning with approved work plans, and achieving set targets.
  - Conducted periodic cost reviews to maintain production within budget, ensuring optimal profitability.
  - Oversaw the implementation and profitable management of company resources, maximizing operational efficiency.
  - Established strong public relations initiatives to build a positive corporate image and protect company interests.
  - Prepared daily, weekly, and monthly reports to enable timely insights and proactive decision-making.
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**Just Relish Catering and Confectionery, port harcourt**  
**Restaurant Manager**

**January 2007 - December 2008**

Accomplishments:

- Developed and implemented policies to ensure efficient, profitable daily operations and long-term success.
  - Strategically planned, organized, directed, and coordinated all organizational functions to maximize productivity and performance.
  - Led the branch's strategic planning initiatives in alignment with set goals, targets, and approved work plans.
  - Conducted regular self-audits, operational surveys, on-the-job training sessions, and staff motivation efforts to foster a strong team spirit and job satisfaction.
  - Monitored competitor activities, designed proactive strategies to maintain a competitive edge.
  - Ensured compliance with safety protocols and trained staff on accident prevention to maintain a secure work environment.
  - Upheld service consistency by enforcing high standards and adherence to operational policies.
  - Prioritized customer satisfaction by addressing feedback promptly and implementing effective solutions.
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**UAC Restaurant, Lagos**

**January 2008 - November 2008**

**Operations/Customer's Service**

Accomplishments:

- Conducted regular visits to prospective and existing clients to actively develop new business opportunities.
  - Delivered exceptional customer experiences, consistently exceeding expectations to build lasting relationships.
  - Served as a critical liaison between the company and potential markets, fostering strong connections.
  - Documented sales activities and insights, reporting to relevant stakeholders to drive informed decision-making.
  - Monitored and evaluated sales performance, with a focus on consistently meeting and surpassing targets.
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**Sweet Sensationa Confectionery**

**November 2005-November 2007**

**Manager**

Accomplishments:

- Drive target achievement through unwavering adherence to operational standards.
  - Ensure consistent, high-quality performance across all processes and procedures.
  - Optimize workflows to enhance efficiency and alignment with strategic goals.
  - Support team cohesion and productivity to exceed company expectations.
  - Maintain quality and compliance, delivering exceptional results.
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**EDUCATION**

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| <ul style="list-style-type: none"> <li>• <b>Glory Computer School</b><br/>Oke Ila, Ado Ekiti<br/>{Microsoft Office}<br/>2004</li> </ul>       | <ul style="list-style-type: none"> <li>• <b>Federal Polytechnic Ado</b><br/>Ekiti<br/>High National Diploma in Food Technology<br/>2002</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Federal Polytechnic Ado</b><br/>Ekiti<br/>National Diploma in Food Technology<br/>2000</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Corpus Christ College Ilawe</b><br/>Ekiti<br/>{SSCE} Senior School Certificate<br/>1994</li> </ul>     |
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## CERTIFICATIONS AND LICENSES

- **Certification of completion**

Rekrut Consulting Human Capital Development Company  
Delivering Excellent Customer Service  
7th September, 2022

- **Certification of completion**

Shoprite  
Conduct Disciplinary Hearing  
2014

- **Certification of completion**

Shoprite  
Managing Customer Service {SM}\_US  
2014

- **Certification of completion**

Shoprite  
Managing People For Profit {SM}\_US  
2014

- **Certification of completion**

Shoprite  
Managing Shrinkage & Loss Con {SM}\_US  
2014

- **Certification of completion**

Shoprite  
Successful Completion of Safety Training in He  
14th-16th March, 2017

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