

Labib Damilola Ali, PMP

Business strategist and project management professional with over 7 years experience in business leadership. Experience in all aspect of business formation, operations, fiancé and management. Effective communicator with managing people, driving sales, managing projects, executing business development objectives, acquiring partnerships, directing procurement, solving problems, and building high performing teams

EDUCATION

UNIVERSITY OF LAGOS

2009

- B.Sc.Ed. Building Technology

PROFFESIONAL EXPERIENCE

ENIGMA MINDS LIMITED – Home Improvement | Enigma Stores™ Lagos Nigeria
Managing Director – Projects, Retail & E-commerce April 2014 – January 2018

- Directed all organizational operations, policies, and objectives to maximize productivity and returns
- Initiated and lead the team to execute several home improvement projects including several purchase order contracts.
- Diversified business services by partnering to implement online sales platforms and after sales services that uncovered new clients and new business opportunities which resulted in over 40% increase in revenue.
- Implemented procurement strategies to maintain security of supply, optimum value for money and innovated new niche of products that significantly increased revenue
- Led the planning and execution of marketing campaigns including digital marketing that significantly increased sales by 30%
- Established and sustained great customer service experience that yielded in customers retention & conversion rate.
- At an emerging economic melt down and foreign exchange threats in Nigeria, I mitigated risks by diversifying business through investment in commodity export.

ETISALAT NIGERIA

Lagos Nigeria

Customer Care Executive - Telecommunication

August 2013 – April 2014

- Worked with the product develop team to enhance customer experience by

*North Brunswick, NJ 08902

*Mobile: (732) 6404470

*Email: ali.labib.damilola@gmail.com

gathering customer requirements and expectations through informational interviews and analyzing surveys.

- Resolved problems by clarifying issues; real-time troubleshooting, searching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Fulfilled requests by clarifying desired information; completing transactions; forwarding requests.
- Increased customer loyalty by promoting innovative products/services and educating them on the benefits.
- Kept equipment operational by following established procedures; reporting malfunction.
- Enhanced organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishment.

ENIGMA ENTERTAINMENT

Lagos Nigeria

Project Manager - Entertainment/Music industry

Sept 2011 – July 2013

Co-Found and managed the artist management, event planning, and publicist firm right from undergraduate days.

Project Manager/Team Lead

- Part of the team that planned and executed "The Big Dream Ent Record Label Launch" that featured artists Maino and Ron Brown from New York. Responsible for influencing support from key stakeholders in the entertainment industry, promoted the event through radio, print press & Tv, ensured adherence to artist Rider & welfare, partnered with media houses for support, partnered with recreational/leisure outlets for an advert and ticket sales.
- Led and managed Euphoric Heritage Records by re-introducing artist brands to the airwaves which successfully resulted in the top ten music chart, first revenue for the record label, increased popularity & brand value, and influenced collaboration with key stakeholders in the entertainment scene.
- Had a highly successful 3-month PR consulting stint for Bacchus Bar & Grill that saw a reasonable increase in awareness and sales
- Led Enigma Entertainment to book and promote major concert/shows for several popular artists including "GAGA CRAZY CONCERT" feat "Chuddy K" in Kuala Lumpur, Malaysia

UNITED BANK FOR AFRICA (UBA) PLC

Lagos Nigeria

Intern Customer Service Representative - Banking

Dec 2010 – Sept 2011

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National Youth Service Corp Assignment

- Responsible for customers data updates and requirement gathering as part of the anti-money laundering program (Know Your Customer - KYC) as mandated for all banks in Nigeria by the central Bank of Nigeria.
- Assisted front desk in resolving daily customers complaints and request
- Accountable for administrative organization and documentation of customers data

EMMS CONSULTING ENGINEERS

Lagos Nigeria

Intern Assistant Design Engineer – Structural Engineering July 2007 – Jan 2008

- Converted architectural drawings into basic building layouts using AUTOCAD

WORKSHOPS & TRAININGS

- Capacity Building for Bank of Industry Entrepreneurship Program
- Project Management
- Agriculture and Export Business
- Developmental Workshops and Trainings on Anti Money Laundering

TOOLS

Microsoft Excel, Power Point, Word, MSPS

SKILLS

Business Development, Project Management, Retail/Sales, Procurement, Exceptional Customer Service, Purchase & Supply

CERTIFICATIONS *PMP*

COURSES

Entrepreneurship | Effective communication | Influencing Others | Motivating Your people | Enabling Your People to Perform | Building a Great team | Selecting the Right People | Customer Relationship Marketing | Market Segmentation, Targeting and Positioning | Marketing – Key Concepts | Brand Building | Personal Productivity | Self-Management and Stress

ASSOCIATIONS *PMI*

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