

# OGARAKU BABATUNDE MELVIN

## Logistics and Operations Manager

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📍 22 Vitus Okpala Street, Ajao Estate



### PROFESSIONAL SUMMARY

**Quality Control and Operations**  
Professional with over 9 years of experience in last-mile delivery operations, inventory management, process compliance, and team supervision within fast-paced logistics environments. Skilled in operational auditing, KPI monitoring, process improvement, data analysis, and customer returns management. Proven ability to identify process gaps, implement corrective actions, and improve operational efficiency and service quality.



### PROFESSIONAL EXPERIENCE

#### Jumia Nigeria

Hub Operations Lead

10/2023 – Present | Nigeria

- Managed a high-volume pickup station processing 400+ packages daily while maintaining compliance with delivery SLAs and operational standards.
- Supervised inbound and outbound inventory operations while maintaining 99% stock accuracy through barcode verification, inventory controls, and exception reporting.
- Performed daily cash reconciliation, proof-of-delivery validation, and rider remittance audits to ensure financial accuracy and operational accountability.
- Conducted analysis of failed deliveries, identified recurring operational gaps, and collaborated with performance teams to implement corrective actions that improved hub-level delivery performance.
- Served as the primary escalation point for customer issues, resolving 95% of incidents within 24 hours through structured issue tracking and timely resolution.
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#### Speedaf Nigeria

Logistics Supervisor

11/2022 – 03/2023 | Nigeria

- Coordinated inventory receipt and outbound dispatches at hub level using standard operating procedures and daily stock audits.
- Managed cash collection and reconciliation with last-mile agents to ensure financial accuracy and reporting compliance.
- Allocated delivery zones based on historical performance data, traffic patterns, and volume forecasts to optimize rider efficiency.

#### Jumia Services (Nigeria)

Operations Team Lead

10/2013 – 11/2022 | Nigeria

Oversaw end-to-end last-mile delivery operations, including resource planning, shift scheduling, workflow coordination, and performance monitoring for 30+ dispatch riders across multiple delivery zones.

Led process improvement initiatives and quality control audits on customer-bound products, identifying packaging defects and SKU mislabeling issues that contributed to reduced RTV rates.

Managed inventory control processes using WMS tools and Excel-based tracking systems to monitor stock movement, investigate discrepancies, and support operational improvement initiatives.

Led daily cash reconciliation and compliance improvement initiatives with delivery personnel, implementing control measures that improved remittance compliance by 40%.

Coordinated cross-functional operational projects focused on SLA compliance, process consistency, and customer experience improvement across B2C delivery operations.

Supported team development and operational improvement projects through structured coaching, performance monitoring, and process standardization.

## EDUCATION

### **Bachelor of Arts – Philosophy**

University of Lagos

2011 – 2017

## SKILLS

- Project Coordination
- Quality Control & Assurance
- Workflow Management
- Process Compliance Monitoring
- Operations Planning
- KPI Reporting
- WMS Tools
- Inventory Control
- Microsoft Excel
- Root Cause Analysis
- Route Planning & Optimization
- Delivery SLA Management

## COURSES

<https://www.udemy.com/certificate/UC-27fff636-50f4-40cc-94d9-ca7daa70bfa9/>

udemy

05/2025 – 06/2025 | lagos