OGBAJIOGU JENNIFER U.

+234 807 483 4465 • JENNIFERMOORE015@GMAIL.COM • OWERRI, IMO

BUSINESS DEVELOPMENT MANAGER

PRODUCTIVITY & PERFORMANCE GAIN • REVENUE GROWTH • PROCESS MANAGEMENT

Integrity-driven and high-achieving Business Development Manager offering an outstanding performance record, acknowledged by steady advancement through increasingly responsible sales management. Turnaround mastermind with broad business perspective and deep expertise in trade management, coordinating team members and developing constructive customer partnerships to recognize and focus on cost-saving opportunities for effective execution of projects. Relentless dedication to balancing regulatory requirements, customer preferences, and shifting market trends to develop new business opportunities and lead to highly successful business growth strategies.

Signature Strengths:

Market Research & Lead Generation ♦ Business Analysis ♦ Customer Relationship Management ♦ Product Development Strategies ♦ Cross-Functional Team Collaboration ♦ Business Deal Completion ♦ Analytics & Performance Tracking ♦ Resource Management & Allocation ♦ Brand Management ♦ Strategic Planning & Tactical Execution

PROFESSIONAL EXPERIENCE

JOHATT GROUP OF COMPANIES | OWERRI, IMO — JUL 2022 – PRESENT
JOHNCATT PHARMACY & STORES LTD.
JOHATT LABORATORY
JOHNCATT SHAWARMA SPOT
Associate Director I – Hybrid

Overview: *Tasked with overseeing and evaluating the quality and effectiveness of patient care provided by pharmacy staff. Responsible for appropriate budgeting, control, and security of all drug products and medical supplies. Designated to supervise 7-member pharmacy with accountability for ensuring safe and accurate dispensing of medications, coach sales staff on POS system operation and customer service strategies and directed laboratory staff on computerized technology and automation technology.*

Selected Career Benchmarks:

- Laid groundwork to promote customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Played an instrumental role in implementing new operational strategies that boosted efficiency by 20%, resulting in reduced expenditures and significant cost savings.
- Regarded as a mentor and credible leader to coach all employees through on-boarding, open communication, training and development opportunities and performance management processes.
- Supported business growth through active participation in company programs and proactive marketing initiatives to expand the customer base, increase sales and prescription volume, and maintain excellent client service.

PRIVATE EMPLOYMENT | REMOTE — APR 2022 – OCT 2024
Resume Writer

Overview: *Directed executive branding and career transition support, which drove career success for diverse professionals. Provided personalized career advice and resume critiques, contributing to a significant increase in client retention and satisfaction. Conducted in-depth consultations to understand clients' career goals and achievements. Mentored junior writers in resume writing techniques and industry best practices.*

Selected Career Benchmarks:

- Crafted over 250 tailored resumes and cover letters for diverse industries, achieving a 75% client success rate in securing interviews within three months.
- Championed the use of cutting-edge resume formatting techniques and keyword optimization to enhance ATS compatibility, increasing client visibility by 50%.
- Utilized AI-tools and data-driven strategies to craft compelling ATS-optimized resumes that elevated client profiles, achieving a 95% client satisfaction rate.

HOLY FAMILY HOSPITAL | OWERRI, IMO — NOV 2016 – NOV 2018
Cashier/Pharmacy Technician Assistant

Overview: *Assisted in preparing daily financial reports for management review. Maintained detailed documentation of financial records, adhering to hospital policies and compliance requirements. Collaborated with other departments to resolve discrepancies and streamline billing processes. Provided exceptional customer service to resolve billing inquiries and enhance patient satisfaction. Assisted customers by answering simple questions, locating items, and making referrals to the pharmacist for medication information. Managed pharmacy equipment, handled sales transactions, and managed the cash register.*

EDUCATION & CERTIFICATIONS

Mater Misericordiae College of Nursing Sciences, Afikpo, Ebonyi State
Registered Nurse | 2025

UniVad
Diploma in Business Operations & Strategy | In view, 2027

Mater Misericordiae College of Nursing Sciences, Afikpo, Ebonyi State
Editor-in-Chief, Lumen Christi Magazine | 2024/2025
Financial Secretary, SUG | 2024/2025