

# ABDUL WAHAB LAWAL

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**Business Operations Manager** | **MBA** 📍 Ilorin, Nigeria | 📞 +234 816 845 6356 | ✉️ [abdulwahabsnest@gmail.com](mailto:abdulwahabsnest@gmail.com)

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## PROFESSIONAL SUMMARY

Results-driven **Business Operations Manager** with an **MBA** and over 8 years of experience streamlining operations, driving efficiency, and managing cross-functional teams. Expert in project management, compliance, and business transformation across publishing, banking, and education sectors. Proven track record in scaling businesses, implementing robust operational systems, and delivering measurable improvements in efficiency, quality, and client satisfaction. Adept at leading distributed teams and building sustainable processes in dynamic environments.

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## CORE SKILLS

- **Operations Management:** Process Optimisation, Workflow Design, Resource Allocation.
  - **Strategic Leadership:** Strategic Planning, Change Management.
  - **Project Management:** Jira, Trello, Delivery Timelines.
  - **Compliance & Risk:** Regulatory Standards, Quality Assurance, Documentation.
  - **Team Management:** Cross-functional Leadership, Mentoring, Distributed Team Coordination.
  - **Client Relations:** Stakeholder Management, Client Retention, Service Excellence.
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## PROFESSIONAL EXPERIENCE

**Founder & Business Operations Manager** | The Bestowed Publishers, Ilorin *Oct 2022*  
– *Present*

- Scaled a digital publishing business from inception to 20+ international clients across UK, US, and African markets.
- Oversaw end-to-end operations, including strategic planning, budgeting, and vendor management.
- Implemented project management systems (Jira, Trello), improving delivery timelines by **45%**.
- Directed a distributed team of freelancers across multiple time zones, ensuring consistent quality and on-time delivery.
- Designed and enforced operational workflows and QA processes, maintaining a **95% client satisfaction rate**.
- Delivered 100+ projects within budget while optimising resource allocation and reducing rework.

**Senior Transcriptionist & Content Editor** | AuriScrib, Colorado, USA (Remote) *Jun 2020 – Sep 2022*

- Managed high-volume document workflows while ensuring compliance with confidentiality and quality standards.
- Coordinated project delivery with global teams, achieving **100% deadline adherence**.
- Introduced documentation and tracking processes that significantly improved operational efficiency.
- Developed editorial standards and quality-control checks, reducing errors and increasing client retention.

**Customer Information Update Processor / Account Documentation Officer** | Union Bank of Nigeria, Lagos *Oct 2018 – Feb 2020*

- Processed and validated customer account updates, ensuring strict compliance with regulatory requirements.
- Streamlined documentation and digital record management, reducing processing errors by **15%**.
- Reviewed and resolved complex exceptions, making critical operational decisions to support branch activities.
- Mentored junior processors, improving team consistency and operational accuracy across branches.

**Class Teacher / English Language Teacher** | Muslim Children Private School, Lagos  
*Jan 2017 – Aug 2018*

- Designed and implemented structured learning programmes while managing classroom operations.
  - Improved student performance by creating innovative teaching and assessment methods.
  - Enhanced organisational and communication skills transferable to business leadership roles.
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## **EDUCATION**

**Master of Business Administration (MBA)** Al-Hikmah University, Ilorin | *2025*

**Bachelor of Education (B.Ed) in English** University of Ilorin, Ilorin | *2016*

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## **CERTIFICATIONS**

- **Professional Conduct & Ethics** – Chartered Institute of Bankers of Nigeria (CIBN), 2020
  - **Google Digital Marketing** – Google, 2020
  - **Emotional Intelligence, Self-Leadership, Planning & Scheduling** – ICS, 2019
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## **REFERENCES**

Available upon request.