

ITUA AUSTIN OMOGIATE

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EDUCATION

Baylor University – Waco, Texas

Expected May 2027

Master of Business Administration (MBA) & Master of Information Systems | **GPA: 3.59/4.0**

University of Benin – Edo, Nigeria

September 2018

Bachelor of Chemical Engineering | **GPA: 3.5/4.0**

EXPERIENCE

MULTIPRO CONSUMER PRODUCTS LIMITED – LAGOS, NIGERIA

Feb 2022 - Jun 2025

(Consumer Packaged Goods & Retail Distribution Company with annual revenue exceeding \$5.2B)

Operations Manager

- Executed commercial and operational strategy for a **\$305M** retail distribution portfolio across Kellogg's, Colgate, Indomie, and Irish Spring, delivering **11%** annual revenue growth.
- Led a **36**-member cross-functional team spanning sales and fulfillment, raising order fulfillment to a sustained **95%** while strengthening middle mile and last mile operations.
- Grew the customer base to **25K** accounts by entering untapped territories and channels and redesigning the customer rewards structure to drive retention and repeat volume.
- Drove a **\$50K** reduction in operating costs and a **32%** cut in warehouse waste through tighter inventory control practices and hands-on training for fulfillment teams.
- Built and delivered executive-level reporting on market share, SKU growth, and customer acquisition, directly shaping leadership decisions on territory investment and promotional spend.

Salesforce Analyst

Oct 2020 - Jan 2022

- Led the digital rollout of the OmniRetail distribution platform company-wide, achieving **100%** internal adoption by developing sales enablement content and training **410** sales staff within 2 months.
- Executed a structured go-to-market rollout onboarding **4K** retailers across **6** states in **90** days, strengthening distribution infrastructure and accelerating regional market expansion.
- Built real-time performance dashboards in Excel and Power BI to track sales velocity, fulfillment rates, and territory-level KPIs, supporting data-driven operational decisions.
- Managed a team of **25** field agents conducting market research, converting customer insights into actionable go-to-market and sales strategies.

KIDS AND TEENS RESOURCE CENTER – ONDO, NIGERIA

Jul 2019 - Aug 2020

(Nonprofit focused on health care access and empowerment for women and youth)

Monitoring and Evaluation Officer

- Secured **\$20K** in funding by crafting compelling impact stories, expanding healthcare access to **3K** underserved residents.
- Launched skill acquisition programs for **150** young mothers and out-of-school teens, delivering artisanal training and starter kits; **80%** started businesses within **3** months.

PROJECT

- A Data Management and Analysis System (SQL, Oracle): Designed and implemented a relational database using SQL to store and manage datasets of over 500 records.
- Built an AI customer support agent in n8n using RAG (vector search + LLM) for automated responses and Slack-based human escalation for unresolved queries, reducing response time and ensuring seamless handoff for complex issues.

ADDITIONAL

Certification: Project Management Professional, PMP®

Skills: Supply Chain Management, Stakeholder Management, Change Management, Operations Management, Data Analytics,

Tools: Microsoft Excel, Power BI, Tableau, SQL, Python, SAP, Lucid Chart, AI (ChatGPT, Claude)