

Arinola Ogunrinde

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Key Experience Summary

Extensive leadership experience in Operational Management, Quality Management, Compliance, Policy Management, Audit, Risk Management, Implementation of Management Standards and Process Engineering with proven results in achieving operational efficiency through best practice.

Experience

54gene Nigeria Limited | Lagos, Nigeria

05 / 2023 – 07 / 2023

Senior Vice President, Country Operations/Country Manager

- Providing overall leadership and guidance to all shared services functions while coaching, sensitizing, and monitoring performance of all direct reports.
- Overseeing all aspects of operational expansion projects, whilst optimising resource allocation, and ensuring adherence to set deadlines and budgets.
- Staying up to date on all political, security and safety developments in the country and within the region, and ensuring all operational strategies align.
- Managing the operations of the biobank and providing leadership and training as required.
- Proactively promote strategic alignment on biobanking strategy both internally and across cross-functional teams.
- Fostering positive working relationships with the key government agencies and Key Opinion Leaders (KOLs) and ensuring compliance with regulatory and country laws.
- Gathering information on market trends and competitor activities, and preparing and presenting periodic business performance reports.
- Collaborating with the Business Development team, Accounting and Management teams on various operational aspects of the business.
- Implementing an effective brand strategy and ensuring effective flow of information within the company.

54gene Nigeria Limited | Lagos, Nigeria

11 / 2022 – 05 / 2023

Vice President, Country Manager

- Overseeing the shared services functions for smooth company operations.
- Providing leadership, guidance, and support to direct reports and other teams within the African entity [NG & KE].
- Optimizing resource allocation and return on investment by enabling ongoing analysis and cost-effective methodologies.
- Fostering a good relationship with regulatory and Key Opinion Leaders (KOLs) to ensure compliance with country laws.
- Coordinating and managing third-party operations/relationships to ensure alignment with business goals and objectives.
- Continuously keeping abreast with all organizational changes and business developments.
- Developed, reviewed, and improved administrative and operational management systems, policies, procedures, and best practices.
- Collaborating with the accounting and management teams to consolidate budgets, monitor spend, and process payroll and other expenses.
- Coordinating and managing all employee welfare, administrative procedures, information, and systems within the organization

Senior Director, Quality Assurance & Compliance

- Leading, managing and enhancing the end-to-end operations for Corporate Compliance, Quality Assurance and Risk Management Programs while ensuring best practice.
- Coaching and overseeing activities of the Quality Assurance (QA) and Compliance teams.
- Investigating, setting, and continually improving QSHE standards.
- Liaising with the Chief Compliance Officer in developing, communicating and executing tools, workplans, policies, SOPs, and reports, while training, monitoring, auditing, and ensuring the achievement of long-term strategic objectives of the Corporate Compliance Program.
- Acting as subject matter expert and providing companywide support in integrating Compliance and Quality standards and trends into the scope of existing business practices.
- Proactively developing and implementing solutions and improvement recommendations.
- Investigating allegations relating to potential violations of compliance policies and procedures, code of conduct, and other legal and regulatory requirements in collaboration with legal and other business units across the organisation, as well as external service providers.
- Ensuring compliance with ISO 90001:2015 Quality Management Systems (QMS) and other relevant standard accreditations.
- Liaising with senior management and other stakeholders on the continued education, enforcement and consistency of the corporate compliance program, regulatory developments, industry best practices, and risk mitigation solutions.
- Liaising with the legal team to develop new and annual risk assessments.

Key Accomplishment:

- Contributed significantly to building, strengthening and improving the organisation's overall compliance culture by collaborating with multiple internal teams and external stakeholders to build relationships and implement best practice.

Director, Quality Assurance

- Managed and supervised the Quality Management and Quality improvement programs, as well as the Quality Assurance and Compliance functions across business operations.
- Developed, reviewed and monitored policies and procedures to prevent illegal, unethical or improper conduct, and ensure compliance with regulatory and statutory requirements.
- Drove and promoted a companywide culture of quality and compliance by developing and communicating regular quality management and compliance awareness tips and information.
- Championed the design, development and implementation of all quality management and compliance training programs.
- Conducted annual Quality Management System Internal Audit of business operations.
- Identified potential risk areas within business operations, developed action plans to resolve identified issues, and implemented controls to deal with similar situations in the future.
- Continuously monitored the performance of the Quality Management System and Compliance Programs and implemented methods and controls to improve effectiveness.

Advisor, Operational Compliance

- Acted as subject matter expert and actively provided input in the development and review of operational policies, processes and procedures.
- Monitored enforcement and ensured compliance with agreed procedures, regulations, methodologies and quality standards.
- Evaluated efficiency of established controls and continuously provided improvement recommendations.
- Provided advice and guidance to management and other stakeholders on all regulatory, compliance and audit issues.
- Identified and mitigated risks that impacted operations, and proffered relevant solutions.
- Kept abreast of industry best practice, regulatory trends, compliance requirements, and relevant changes, and provided regular reports to senior management highlighting areas of relevant impact, as well as areas worth adopting to improve compliance.

- Conducted risk and compliance assessments, and audit programs to identify areas of impact and determine organisational risk level.

Key Accomplishments:

- Ranked top 20% in year-end divisional performance year-on-year from 2015 – 2020.

MTN Nigeria Communications PLC (MTNN) | Lagos, Nigeria

03 / 2004 – 05 / 2018

QMS Process Specialist

- Formulated and deployed initiatives aimed at aligning business processes and workflows with international standards and best practice.
- Implemented Network Division process blueprint, which involved developing and embedding process architecture and systems to drive and support achievement of KPIs.
- Developed / proposed improvements to Quality Management System (QMS) documentation.
- Tracked, reviewed and prepared regular management reports on the Quality Management System (QMS) performance.
- Planned, conducted, reported and followed up on Quality Management System (QMS) audits.
- Collaborated with key stakeholders to provide support and ensure prompt and effective completion of Risk Assessments, Business Impact Analysis and Business Continuity Plans.
- Liaised with Standard Organization of Nigeria (SON) and ensured compliance with regulations.
- Managed, monitored and ensured optimal deployment of team budget.
- Provided leadership, supervision, guidance, support, and mentorship for Quality Assurance engineers, and ensured optimal performance in line with overall team objectives.

Key Accomplishments:

- Contributed to increased efficiency and effectiveness levels of cross-functional business processes by driving and ensuring a culture of continuous improvement.
- Successfully managed the end-to-end 2017 Transition Project of Network Division from ISO 9001:2008 to ISO 9001:2015.
- Collaborated with the Enterprise Risk Team on Management of risk related activities which included the risk review for the mtn.com and transfer pricing projects (2015 –2016); risk maturity model review and enterprise-wide control self-assessment program.
- Effectively coordinated the ISO 9001:2008 Quality Management Systems Re-certification exercise in 2013 for Network Division's (Technical) across 30 sub-units which resulted in a revalidation of the QMS Certificate.
- Appointed Enterprise Asset Management Manager (in acting capacity) to coordinate the overall enterprise asset management system and international management standards implementations, strategy, processes, audit and maintenance; driving the quality culture; and providing appropriate network asset management solutions to management.
- Functioned as team lead for 2011 World Quality Day 'Product Innovation' Team and attained 2nd place for initiating an innovative solution focused on diversifying revenue streams.
- Provided efficient project management leadership in achieving ISO 9001:2008 Quality Management System Certification for the technical division of MTNN – a 1st in the Nigerian Telecommunications Industry – within 21 months in 2010 (3 months ahead of deadline).

MTN Nigeria Communications PLC (MTNN) | Lagos, Nigeria

Learning & Development Advisor | 06 / 2003 – 02 / 2004

- Conducted training needs analysis, and developed appropriate Learning & Development plan, ensuring alignment to overall business goals and budgetary provisions.
- Measured impact of learning and development programs on appropriate business metrics and identified business performance gaps utilising best practice assessment tools.
- Provided support in identifying, selecting and managing external training providers to ensure high-quality service delivery, and adherence to internal and statutory training standards.
- Designed and facilitated technical and generic training and learning interventions (as required) to drive continuous performance improvement.
- Functioned as line manager to team of 15, providing relevant trainings, advice, and guidance.

Key Accomplishment:

- Successfully completed call centre executives' recruitment using assessments including voice matrix and data capturing assessments.

MTN Nigeria Communications PLC (MTNN) | Lagos, Nigeria

Customer Service Executive | Jan 2001 – May 2003

- Identified and promptly resolved or escalated (and followed-up on) customers' products, services and network related queries.
- Researched, identified improvement opportunities, and proposed solutions to optimise and increase efficiency of operational processes and customer experience.
- Proactively collaborated with key stakeholders – Sales, Channel Distribution, Network and Marketing team – to ensure effective resolution of customer queries.
- Provided customers with information and education on new products and initiatives using cross-selling and up-selling techniques.

Motophone Limited | Lagos, Nigeria

Human Resource Advisor / Customer Service Executive | 08 / 1999 – 12 / 2000

- Provided coaching and supervision to newly recruited customer service executives.
- Managed end-to-end aspects of HR operations including recruitment and selection, training and development, employee relations, compensation, and performance management.
- Promptly resolved all conflict resolution, mediation and grievance matters.
- Projected the brand image through delivery of prompt and efficient customer service.

Mobitel Limited | Lagos, Nigeria

Administrative Executive | 08 / 1998 – 07 / 1999

- Provided coaching and supervision to administrative assistants and office executive staff.
- Coordinated all HR operations including employee recruitment and selection, training and development, and drove employee engagement and retention initiatives.
- Developed and provided guidance on employee handbook, and established HR policies and procedures.
- Prepared and presented financial, management and other relevant reports to management.
- Organised and attended company conferences, committee meetings, and corporate events.
- Functioned as authoriser of company correspondences, payment requisitions, vouchers, etc.

Certifications

Certified IRCA/BSI/ISO Quality Management System Auditor

IRCA 2006

Certified IRCA/BSI/ISO Quality Management System Auditor

BSI 2009 and 2016

Certified TCIC ISO 22301 Business Continuity Management Practitioner

2015

Certified Fellow Institute of Management Consultants IMC-Nigeria

2023

Education

University of Wales | United Kingdom

MBA (Finance) | 2015

University of Lagos | Nigeria

Advanced Postgraduate Diploma in Human Resource | 2006

University of Calabar | Nigeria

Postgraduate Diploma in Public Administration | 2000

Federal Polytechnic Ado-Ekiti | Nigeria

HND, Accountancy | 1996