

# ALAO OLUWAMAYOWA OLADIPO

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**Career Summary:** Human Resource professional with comprehensive human resources experience including recruitment and retention, conflict resolution, exit management, training and skill development. Maintains clear lines of communication between HR staff employees and management.

**Education:** **Professional in Human Resources International (PHRI)** 2019  
**Federal University of Technology Akure, Ondo State** 2004 - 2009

- *B.Tech. Mathematics*

## **Professional Background:**

**Afriglobal Group** 2018 – Present  
Senior HR Officer

## **Talent Management**

- Co-ordinated the workforce development team about workforce supply and demand and challenge clients on new roles, i.e replacement and recruitment and retention strategies.
- Worked with the business heads to establish and introduce systems that identify employees with high potential, develop career paths in consideration of key roles for succession planning and self-development.
- Ensure an effective on-boarding experience, including the transition from candidate to employee and through the coordination of new employee orientation activities.
- Develop and effectively manage succession planning to ensure there are no skills gaps in the company
- Manage the disengagement procedure for exiting staff members and conduct employment reference.
- Coordinated the annual performance evaluation and development activities, inclusive of offering feedback to both managers and employees.
- Equipped key stakeholders with appropriate tools and knowledge to effectively manage their people in line with their people plans e.g. performance management, absence management, career management.
- Supported the business heads with the management development of their people, providing advice, guidance and ad-hoc training on Personal Development Plans.

## **Talent Acquisition**

- Assisted in conducting full lifecycle talent acquisition process including applicant sourcing, interviewing, scheduling, evaluating, negotiating offers, and hiring top talent in a manner that supports the company's commitment to diversity and inclusion
- Manage the company's applicant tracking system, applicant database/pipeline, candidate communications, social recruiting efforts, and other related tools
- Identified short, medium and long-term resourcing issues. Building and maintaining the local manpower plans.

- Identify and coordinate the company's participation in relevant fairs, events and other employment outreach activities to ensure a broad and diverse pool of qualified applicants

### **Employee Relations**

- Assists in the development and implementation of an employee handbook and new personnel policies and procedures
- Handling of disciplinary and grievance; investigate issues and present the findings to the relevant panel/Group Head HR
- Provided guidance to employees and managers, as needed, to ensure effective employee relations practices in the company
- Respond to employee requests for assistance with HR programs and/or workplace situations, escalating difficult situations as needed to the Group Head HR
- Coordinate the management of Employee Medical Scheme

### **Compensation and Benefit**

- Complete and submit participation material for annual industry survey with KPMG
- Collate and Analyze appraisal result and coordinate salary review process
- Assist with monthly payroll, tax, pension and benefit processing for employees

### **Expat Management**

- Contract Administration for Assignees in Nigeria
- Processing of immigration related documentation for expats (Residence permit, Expat quotas etc)
- Handling of expat salary, leave, medicals and welfare

### **HR Reports**

- Preparation of Monthly HR reports to the Group HR
- Coordinate the process of employee opinion survey and assist with implementing action plan
- Tracking of relevant HR metrics

### **All Queen's Nigeria Limited**

Human Resource Officer

2017 - 2018

- Implement effective HR policies to ensure all practice are in compliance with labour employment regulations.
- Increased employee retention by rigorously maintaining a positive work environment.
- Created and implemented exit and interview process.
- Facilitated monthly meetings to develop strategies that would positively influence workplace relationship.
- Coordinate recruitment and selection process.
- Monitor performance and attendance.

- Streamlined leave process.
- Liaised with company's vendors
- Manage office supplies and place orders
- Updated office policies as needed
- Compensation and Benefit administration

### **MTN Ilorin Online Assistance Centre**

Human Resource Officer

2014 - 2016

- Provide support to supervisors and staff to develop the skills and capabilities of staff
- Monitor staff performance and attendance activities
- Coordinate staff recruitment and selection process in order to ensure a timely organized and comprehensive procedure is used to hire staff
- Provide information and assistance on human resources and work related issues
- Manage and regularly update employee database
- Update office policies as required
- Schedule staff for training and skill development
- Employee exit management
- Work related conflict resolution

### **MTN Ilorin Online Assistance Centre**

Team lead Customer Relations

2012 – 2014

- Handling and Resolution of billing or service complaints in adherence to documented procedure and or process.
- Handling of high value customers.
- Providing on request, clear information, revision, updates on available products and services.
- Resolve product or services problems by clarifying the customers' complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Follow-up on customer inquiries not immediately resolved; Identify and escalate priority issues. Refer unresolved customers 'complaint to designated departments for investigation and resolution.
- Built and managed high performing teams.
- Adherence and observance of all customer relations policies.
- Strive to deliver customer satisfaction at all times, through established vision and strategy of account plans.
- Ensured timely resolution of all customer complaint, by identifying and resolving factors responsible for delayed resolution.
- Ensured that customer's expectations are met and exceed.
- Recognized opportunities for account then actualized the proposition and ensured implementation across teams.

- Improved and effective customer relationship management
- Customer Retention
- Exceeded annual projected customer growth
- Improved customer Database Management
- Increase in revenue generation across teams.

**Personal Details**

DOB: 31<sup>st</sup> May 1986

Nationality: Nigerian

State of Origin: Osun