

VERA CHINENYENWA AKUNNE, ACIPM.

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PROFILE

A Goal-oriented and Productive human resource professional with 5+ years of experience in employee, expatriate, customer service, facilities, human resources, and vendor management, liaising with relevant key stakeholders, with an interest in strategic planning and project execution.

Proven ability to communicate with multicultural groups and individuals. Adept in multitasking, employee relations, research, compliance, data analytics performance management, and reporting, interfacing with management to act as a liaison between management and staff, and proven record for process improvements and redesign.

COMPETENCIES & SKILLS

- A compelling communicator with solid personal, oral, written, and presentation skills.
- Hands-on Knowledge of HR Metrics, People Analytics, and Data Reporting.
- Highly proficient in Microsoft Office suite (Word, Excel (Advanced), PowerPoint, Outlook), Google Suite, QuickBooks, SAGE one, TAMS HRIS software, or related software.
- Excellent interpersonal, negotiation, and intercultural sensitivity, language, and conflict resolution skills
- Budget Planning and Preparation
- A firm grasp of Compensation, Payroll, and Benefits Administration
- Excellent time management skills with a proven ability to meet deadlines.
- Good Understanding of Employment-related laws and regulations.
- Strong analytical and problem-solving skills.
- Leadership and Teamwork skills
- Proven diagnostics and Investigative skills
- Multitasking and Strong mindfulness.
- Ability to prioritize tasks and delegate when appropriate.
- Ability to act with integrity, professionalism, and confidentiality.
- Excellent organizational skills and attention to detail.
- Ability to work efficiently under managers and other stakeholders

CAREER HISTORY AND ACCOMPLISHMENTS

VOLTAIRE LIFESTYLE SERVICES LIMITED (GAIA AFRICA) HR & ADMIN COORDINATOR

06/2018– TO DATE

Lead a variety of HR and administrative functions such as new hire orientations and safety training, recruitment, and separation. Spearheaded employee relations, payroll management, employee performance, orientation, and exit interviews while staying abreast of federal and state guidelines.

- Successfully lead all HR services for 50+ employees across 2 business lines.
- Improved the onboarding orientation for new hires, benefits & leave administration, exit processes/termination, and payroll management ensuring 100% compliance with various laws and regulatory mandates.
- Liaised with insurance, pension, health management organization (HMO), and all relevant regulatory bodies for the prompt renewal of licenses, insurance covers for vehicles, and building permits/licenses on behalf of the company to ensure prompt remittance.
- Administered employee relations activities including promotions, salary adjustments/bonuses, disciplinary action, and confirmation.
- Developed, implemented, and managed company-wide employee retention programs and strategies that helped improved VLSL's overall employee experience over the space of 2years.
- Collated and Analyzed company data measured and presented them in the form of dashboard reports for management review and quarterly board meetings.
- Maintained adequate and up-to-date record keeping of both hard and digital employee information and HR filing system.

- Organized HR systems. improving efficiency and effectiveness while ensuring 0 instances of incomplete/lost HR reports.
- Handled company-wide expatriate management requirements, including expatriate quota visa processing, renewals, and compliance with various regulatory bodies.
- Managed and planned HR and Admin department's quarterly and annual budgets and supported senior management with company-wide budget preparation.
- Co-authored sections of the company's employee handbook outlining payroll, benefits, breaks, vacation benefits, onboarding, company regulations, and performance expectations.
- Collaborated closely with management whilst engaging with the various stakeholders to execute and deliver cost-effective and timely Business Change initiatives.
- Conducted recruitment and selection, reference, and background checks, and developed offers and contracts of employment for new hires.
- Coordinated the annual talent review process from talent assessment, and succession planning down to the execution stage
- Facilitated the implementation of employee evaluations against the relevant metrics to enhance employee performance and designed performance improvement solutions and plans based on the identified improvement areas.
- Developed the company's organizational chart and ensured that it was regularly updated as required.
- Managed all company-wide training and development needs.
- Deployed and analyzed Employee engagement initiatives like employee satisfaction surveys using office-vibe software and quarterly anonymous surveys.
- Monitored TAMS Attendance, absenteeism escalation, and report generation.
- Managed, monitored, and scheduled regular maintenance of the company fleet.
- Coordinated the procurement of office consumables by closely monitoring reorder level.
- Handled company-wide production of ID cards, payslips, and complimentary cards.

PROFIT MARKETING SYSTEMS LIMITED
HR AND ADMIN OFFICER

10/2017 – 5/2018

Supported the CEO in various administrative, HR, and executive projects which were executed by the company.

- Maintained all office supplies inventory by checking stock to always determine inventory levels, placing and expediting orders as well as verifying the receipt of supplies.
- Maintained physical and digital personnel records like employment contracts and PTO requests.
- Updated internal databases with new hire information.
- Assisted in the recruitment process by scheduling job interviews and contacting candidates as needed.
- Planned company travel calendar, as well as reservations, ticketing, and transportation, the firm, reduced travel spending by 14%.
- Planned and coordinated onsite and offsite training programs, refresher courses, and technical certifications for clients.
- Maintained adequate stock levels and achieved a 50% cost savings on the overall administrative budget
- Facilitated 8+ monthly meetings as well as their logistics including preparing materials, and appointment scheduling with the partners.

DIVINE KIDDIES' SHOP
CLIENT SERVICE OFFICER

08/2014 – 01/2016

Built positive and productive relationships with clients by analyzing and resolving service issues promptly.

- Served as the point of contact for incoming calls and inquiries (walk-in and virtual) for both new and returning clients.
- Responsible for the cordial business relationship between the shop and its customers.
- Ensured good record keeping of daily expenditure; accordingly, thus, created all records of expenditures including petty cash.
- Escalated complex client issues or feedback about products to management. Provide recommendations for resolutions when possible.

- Managed a database of information on strong net-worth clients, including administrative follow-up to support the business and ensure repeat purchases.

BOSS-JGJ-SINO COMPANY

08/2012– 11/2012

QUALITY CONTROL (INTERNSHIP)

- Ensured that the quality of the tomato paste produced in the factory is of **KORE** standard
- Investigated and set standards for quality, health, and safety.
- Ensured that the housekeeping/hygiene of the infrastructure and work environment within the manufacturing and total plant operating area were of a good standard
- Ensured full implantation of HACCP and microbiological monitoring programs within the plant
- Assessed customer requirements and ensure all requirements were met.

EDUCATION

UNIVERSITY OF IBADAN M.Sc. Food Microbiology	2018
UNIVERSITY OF NIGERIA NSUKKA B.Sc. Microbiology	2014
QUEENS COLLEGE YABA WAEC	2008

VOLUNTEER EXPERIENCE

SLUM2SCHOOL AFRICA SKILL AND ACQUISITION TUTOR	06/2014 – 08/2019
<ul style="list-style-type: none"> • Trained community volunteers • Participated in the various projects organized by the foundation 	
FAIR LIFE AFRICA PROJECT SUPPORT OFFICER/VOLUNTEER TUTOR	08/2015 – 09/2016
<ul style="list-style-type: none"> • Assisted with the planning and execution of seminars and workshops, updated daily records and performance of student members, attended to inquiries made by students. 	

CERTIFICATION & TRAINING

• NIIT certification in Advanced MS Office Tools	2016
• Payroll Management, Taxation, and other Related Matters (Nigeria, Ghana, UK, US)	2019
• Human Resource Administration Foundations (HRA) by Talent Bureau Limited	2020
• Chartered Institute of Personnel Management (ACIPM)	2022

HOBBIES

Traveling: Interested in getting to know new cultures| Volunteering | Learning Languages

REFERENCES

AVAILABLE UPON REQUEST