

OLUBUSAYO ESTHER ONI

+2349169220286 |Estherade56@yahoo.com | Lagos,Nigeria.

PROFESSIONAL SUMMARY

Resourceful, value-driven and dedicated Human Resource and Customer Service Personnel with over 8+ years of progressive experience in ,administrative support, customer service, data collection, human resource management and project management that thrives in a demanding, fast-paced environment.

Adept at improving the overall employees productivity through the implementation of policies aimed at resolving workforce challenges. Knowledgeable in handling confidential matters and proprietary information. Results-oriented and decisive with a track record of steering projects, building and guiding teams, and optimizing business operations. A proactive team member with a personable nature and positive communication style, experienced in collaborating with team members. Passionate to apply extensive skills and knowledge in improving client relations and strengthening business operations.

PROFESSIONAL SKILLS Recruitment and Selection, Employee Experience |Expertise, Reporting and Documentation, Administrative Expertise, Communication.

TECHINCAL SKILLS HR Software, Talent Management System, Recruitment, On-boarding, Interviewing, Scheduling, Employee Relations, Compensation and Benefits Management

EXPERIENCE

Human Resource Personnel **October 2022 - Till Date**
Transmission Company Of Nigeria (TCN), Benin Region, Nigeria

- Transfer data from paper formats into the company's digital database.
- Maintain records and compile statistical reports concerning personnel-related data such as hires, tranfers, performance appraisals, and absenteeism rates.
- Develop and organize training manuals, multimedia visual aids, and other educational materials.
- Interpret and explain human resources policies, procedures, laws, standards, or regulations.
- Provide advice o best practices and implementation for selection.
- Create accurate spreadsheets and update the existing employee database to ensure there aren't any errors.
- Communicate with employees to gather payment information, statements, invoices, reports and other important documents.
- Answer employee inquiries and reply to emails related to HR.
- Assist with special project that requires large amount of data entry.
- Search for and investigate information contained files.
- Provide data entry support across departments on an ad-hoc basis.
- Ensure all data is error-free, backed up, and stored safely.
- Sort and organize hard copies of paperwork after entering electronically.
- Maintain and update the database and regularly eliminate duplicate data.

IT Recruitment Analyst 1
Growth In Value Alliance,VI, Lagos State

September 2019 - July 2022

- Full execution of recruitment process (including job posting, screening of applications, scheduling of interviews, job interviewing, and regular communication with candidates.
- Manage positioning of job vacancies at the best performing recruitment channels.
- Preparation of weekly manpower report and quarterly recruitment plan.
- Coordinate of conduct orientation and induction of new hires.
- Source for qualified candidates via LinkedIn, online job forums and other social media platforms.
- Designing and implementing the overall recruitment strategy.
- Develop and update job description and job specification.
- Conduct interviews using various reliable recruiting and selection tools/methods to filter candidates within schedule.
- Asses applicant's relevant knowledge, skills, experience and aptitude.
- Explore new recruitment channels and give recommendations to other recruitment analyst and management.

Customer Service / Floor Attendant
Savers Value Village, Kamloops BC, Canada

July 2015 - Nov 2018

- Greet customers in a professional and enthusiastic manner.
- Determine customer needs, offer recommendations of product on hand, and inform them of store promotion.
- Check fitting rooms and place unwanted merchandise to racks as defined by sorting standard.
- Ensure that all store opening and closing duties are performed.
- Accurately handle all register transactions including exchanges, refunds, cancellations and tax exemption.
- Ensure that all register areas, the retail floor, fitting rooms and washrooms are kept in an organized and clean manner in accordance to company housekeeping standards.
- Answer customer inquiries and solve customer complaints in a timely manner.
- Maintain a safe workplace by identifying and properly removing any hazards and reporting hazards to management and the Joint Health and Safety Committee.
- Assist management with the preparation and execution of sale days.
- Answer On-Site Donations door to receive donations form customers; assisting customers with moving/unloading products when necessary.
- Roll racks when needed form fitting room and processing department to retail floor.
- Effectively handle all incoming phone calls providing information or transferring calls.

EDUCATION

Bachelors Of Science, Sociology and Anthropology
Crawford University

January 2007 - July 2011

CERTIFICATIONS

- **What Customers Want**
GVA ALLIANCE

October 2022

VOLUNTEER WORK

- Red Cross, Nigeria

March 2019- Nov 2020