**Pamela**

 Pamela-393177@2freemail.com

**PERSONAL PROFILE**

*A conscientious and professional Human resource officer with extensive experience in office operati*

*ons, employee relations, sales, and human resource functions and duties. A highly organised and efficient individual, who se thorough and precise approach to projects (handing all human resources related matter of an outsourced client in the oil and gas sector (both expatriate and indigenous staff) in Lagos has yielded excellent results. currently seeking a new po sition as a human resource and administrative officer, sales promoter, as well as customer service representative.*

**KEY SKILLS**

* Proficiency in all areas of Microsoft office, including word, excel, outlook and power point.
* 30 words per minute typing.
* Excellent communication skills, (both written and verbal).
* Highly analytical, attentive to details and result driven.
* Flexible and Dependable.
* Team player
* Customer service

**CAREER HISTORY**

**Human Resources Officer**

**August 2018 – May 2019.**

**Responsibilities.**

Handling all day to day human resources related matters of 27 staff (expatriate and Nigeria staff), the following are my duties**:**

***General HR Function***

* Generating offer letter
* Handling Recruitment, shortlisting and scheduling candidates for interviews, preparing right interview questions, candidate evaluation and interview summary report.
* Performing proper on boarding process for newly employed staff, by setting up their work station and providing them with necessary work tools.
* Assist in coordination of training and development.
* Proper induction of new staff unto the organization’s culture, goals as well as expectations.
* Recruitment and selection

***Employee Relation***

* Managing staff files and employee database.
* Coordinate the development of human resources policies for the organization with regards to employee relation.
* Employee monitoring while on duty.
* Attending to all staff complaints.
* Advising management and staff on a wide range of HR related matters.
* Manage expatriate immigration issues: getting Expatriate Quota’s: TWP/STR’S/CERPACS.

***Benefit and Compensation***

* Ensuring statutory remittances such as taxes, pensions, paye NSITF etc. are made timely for all the

company clients.

* Handling all health related matters and relating with Health management organization.
* Communicating with the international management organization for the expatriate health care.
* Ensuring payrolls are processed in a timely and accurate manner. And also preparing payslips.

**Achievements.**

* I successfully managed and properly executed Human resource services of twenty seven (27) staff me mbers, twenty four (24) Nigerian staff and three (3) expatriate staff on the **Mobil Producing Nigeria**

(MPN) Exxon Mobil project. This also led to the successful processing of work permits (STR’s CERPAC

/GREEN CARD) to enable all three (3) expatriate staff work in the country.

* I also championed the introduction of international health insurance coverage for all expatriate Staff.

**Reconciliation Officer**

**September 1st 2016 – May 31st 2018**

**Responsibilities**

* Provided accurate and consistent financial account records.
* Computed, classified and recorded numerical data to keep financial records complete.
* Generated, collated, vetted and reviewed all financial transaction data.
* Identified and escalated all deficit transitions.
* Managed the solution scope by identifying time and quality impact on the existing solution design

**Achievements.**

* We implemented a robust audit process of flight transactions carried out by all wakanow travel centers (retail outlets). This led to transparency in the reporting of revenue earnings and profit margins earned.

**Administrative Assistant**

**Centrum Properties Ltd– December 2014 – October 2015**

**Achievement and Responsibilities**

* Presenting a professional and friendly first impression of the company to perspective clients and visitors.
* Managing all incoming calls and emails.
* Organizing stationery orders and liaising with suppliers to meet business requests.
* Provide administrative support by supervising and coordinating the activities of the junior staff
* Serving as a guide to prospective clients
* Coordinated and scheduled meetings made reservations confirmed appointments and provided directions when required.
* Maintaining office requisition.

**Human Resource Assistant**

**The West Africa Examination Council**

**Responsibilities**

* Preparing necessary documents for auditing;
* Keep staff attendance reports
* Maintain employee file
* Administer welfare packages
* Pension deduction and remittance

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| **EDUCATION/ATTAINED CERTIFICATES SUMMARY** |  |
| Chartered Institute Of Personnel Management | IN VIEW |
| *(Intermediate One)-Professional Certification* |  |
| Airline and Ticketing |  |
| *Amadeus Certified* | 2016 |
| Olabisi Onabajo Univeristy |  |
| B.Sc. (Hons) Industrial and Labour Relation | 2014 |
| Olabisi Onabajo Univeristy |  |
| *Diploma in Industrial and Labour Relation* | 2009 |

**HOBBIES**

I enjoy reading, surfing the internet, and cooking. I co-own a business called tapioca delights with my sister, and we were recently selected at the GTB food and drinks event as one of the SMA brands to exhibit our products, network and create awareness to our brand.

**REFEREES**

**It’s available on Request.**

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