**OGOM UDEZE (ACIPD) (CCMP)**

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**Summary**

Resourceful and motivated Human Resource (HR) Professional with knowledge and experience in providing valuable HR and administrative support services. A Certified Change Manger with a detailed knowledge in International Human Resource Management regarding MNCs processes and procedures.

**KEY SKILLS**

* **COMMUNICATION:** Ensuring that all forms of communications go through the right channel and conveyed appropriately such that the right message is passed and acknowledged in a timely and professional way.
* **OFFICE MANAGEMENT: M**anaging all aspects of administrative functions alongside budget control, while planning and coordinating executive office calendar and travel arrangements.
* **TEAMWORK:** Coordinating efforts with the team and contributing to maintaining a positive image of the company. Developing trusting relationships with colleagues and proactively supporting and working as a team.
* **PROBLEM-SOLVING:** Using an analytical and methodical approach to problems. Demonstrating sound decision-making skills and the ability to act quickly and develop creative solutions.
* **PLANNING & ORGANISING:** Planning and prioritising work to sustain levels of performance against challenging deadlines. Using multi-tasking skills to deliver results in a fast-paced environment.

**MONTEGO PROJECTS**

* Company’s Assistant Project Manager in the reconstruction and setting up of a new office in Lagos State.
* Successfully designed and furnished company guest house project in Delta State.

**WORK HISTORY**

*Head HR/Admin*

**Cruxstone Development and Investment Ltd** March 2019 to date

* Working in close partnership with senior management to prepare and implement HR strategy.
* Driving the business culture through appropriate communications, personnel development, and learning and training programs
* Supporting the monitoring of staff productivity through adequate staff engagement and career pathing strategies.
* Driving the HR Business partner focus towards ensuring the optimization of business goals by balancing staff welfare and aspirations with the business targets
* Designing and working across HR projects.
* Supporting managers and team leaders on all recruiting matters.
* Managing HR/Admin team members.
* Advising managers and provide guidance on HR policy and procedures.
* Managing investigations and complex employee relations issues including redundancy and grievance.
* Ensuring employee relation cases are managed to meet best practice requirements.
* Developing and maintaining HR policies.
* Monitoring and developing performance appraisal systems.
* Monitoring all employee records to include maternity, paternity requests and absence and sickness and provide regular reports to the senior management team.
* Coordinating work placement, intern and apprenticeship processes.
* Managing HR personnel files to ensure they are kept up to date.
* Developing starter and leaver procedures.
* Gathering and evaluating market data to measure the organization’s competitiveness for salary reviews, compensation and benefits packages.
* Effective use of HRIS software to manage all HR administrative roles.

*HR Assistant and Administrative Supervisor* August 2012 to July 2016

**Montego Upstream Services Ltd- Ikoyi, Lagos, Nigeria.**

* Managed candidate’s recruitment and selection processes.
* Managed new recruit’s background checks and on-boarding process.
* Effective use of HR SAP functions to manage employee data, payroll and vendors information.
* Managed employee benefits and compensation packages.
* Developed administrative policies and producers in line with the industry standard.
* Managed the executive office regarding official travel arrangements and logistics.
* Designed and developed a detailed filing system for all departmental files for easy identification and use.
* Designed templates for departmental forms in line with the industry standard.
* Worked with line managers to identify and schedule required training programs for employees.
* Managed departmental expenses and annual budgets.
* Identified and resolved departmental issues.

*Customer Service Representative* September 2011 to July 2012

**Globacom Nigeria Plc- V/I, Lagos, Nigeria.**

* First point of contact regarding all queries and enquiries on products and services.
* Worked in teams to ensured that customers query and enquires are resolved within the turnaround time.
* Ensured that daily call targets are met.
* Managed old and new customers account in a coherent manner.
* Ensured that all calls are well detailed in the system for possible follow ups.

*Technical Support Representative* May 2010 to February 2011

**Netcom Africa Ltd – V/I, Lagos, Nigeria.**

* Offered technical support to clients and resolve any issues raised.
* Worked in teams to ensure that all issues raised are resolved within the turnaround time.
* Creating and closing out tickets for all calls that come in following the due processes.
* Managed client call information and bandwidth status information.

**Education**

**Master of Arts - International Human Resource Management**  2016 to 2018

*Westminster Business School, University of Westminster- Marylebone road, London, England, UK.*

**Bachelor of Science - Business Education (Option Accounting)**  2006 to 2009

*Madonna University Okija campus, Anambra, Nigeria.*

**SSCE - Secondary School** 1999 to 2004

*Daughters of Divine Love – Abakpa-Nike, Enugu, Nigeria.*

**Certifications**

CIPD – Chartered Institute of Personnel Development

(Associate Member 47034930) March 2018

APMG – Certified Change Management Practitioner (CCMP) September 2017

London Corporate Training – Dynamic Office Management and Administration October 2013

General Health Safety and Environment Level 1 March 2013

**Reference**

Available on Request.