

ADEDIRAN DEBORAH OMOTOKE

Human Resources | Administrative | Operations Professional
Lagos State, Nigeria | 08139403001 | adedirandeborah0@gmail.com

PROFESSIONAL SUMMARY

Highly organized and performance-driven Human Resources and Administrative Professional with over 4 years of practical experience delivering end-to-end HR support, office coordination, employee lifecycle management, payroll documentation, executive correspondence, client service, and operational process support across banking and corporate environments. Demonstrated expertise in recruitment coordination, onboarding, employee records administration, internal communication, transaction processing, and maintaining efficient administrative systems.

Known for confidentiality, attention to detail, problem-solving ability, and excellent interpersonal communication. Adept at working in fast-paced organizations, managing multiple deadlines, and supporting management in achieving operational excellence.

CORE COMPETENCIES

Human Resource Administration • Recruitment, Selection & Onboarding • Employee Records & Documentation • Payroll Attendance Preparation • Office Administration • Report Writing & Internal Correspondence • Staff Welfare & Employee Relations • Customer Service • Filing Systems & Data Management • Transaction Processing & Reconciliation • Microsoft Office Suite & Google Workspace

PROFESSIONAL EXPERIENCE

EMPIRE TRUST MICROFINANCE BANK / CITYGATE GLOBAL INVESTMENT LTD, IKEJA

Processing Officer | April 2021 – Present

- Process daily customer loan disbursements and financial transactions using Banklingo App and NIBSS platforms.
- Prepare daily disbursed fund transfer analysis reports for management review.
- Reconcile outstanding cash flow transactions and escalate discrepancies for prompt resolution.
- Initiate direct debit mandates through CMMS platform while ensuring proper customer documentation.
- Process and monitor company expense requests, imprest, and operational approvals.
- Liaise effectively with branch officers to resolve transaction delays and customer complaints.
- Maintain accurate financial records and ensure compliance with operational procedures.

Selected Contributions: Maintained prompt turnaround time on daily disbursement processing and improved branch communication through timely issue escalation.

PORTAL REALTIES LIMITED

HR / Administrative Assistant | January 2018 – April 2021

- Managed employee records, leave records, warning letters, resignation files, and staff documentation.
- Coordinated recruitment activities including interview scheduling and onboarding preparation.
- Prepared monthly attendance documentation to support payroll processing.
- Drafted internal memos, official notices, and HR correspondence.
- Organized staff meetings, training sessions, and welfare communications.
- Managed incoming calls, emails, customer enquiries, and front-office duties.
- Coordinated office maintenance, repairs, stationery requisition, and logistics.
- Maintained organized filing systems for confidential business and employee documents.

Selected Contributions: Improved documentation accuracy and enhanced office workflow through effective administrative coordination.

NATIONAL YOUTH SERVICE CORPS (NYSC)

Class Teacher – Nsit People's Grammar School, Akwa Ibom State | 2017

- Delivered classroom instruction and monitored student academic performance.
- Prepared lesson plans, academic records, and continuous assessment reports.
- Assisted school administration with student documentation and discipline management.

EDUCATION

Tai Solarin University of Education, Ogun State — **B.Sc. Computer Science** (2010 – 2015)

PROFESSIONAL TRAINING & CERTIFICATIONS

Become an Administrative Professional • Administrative Professional Foundations • Administrative Professional Tips • Customer Service Problem Solving & Troubleshooting • Workplace Communication & Office Effectiveness Training

TECHNICAL PROFICIENCY

Microsoft Word • Microsoft Excel • Microsoft PowerPoint • Google Workspace • BankOne Software • Banklingo App • CMMS Platform • Email Management • Internet Research Tools

KEY SKILLS & ATTRIBUTES

Strong Communication Skills • Excellent Interpersonal Relationship • Organizational & Planning Ability • Accuracy and Attention to Detail • Confidential Records Handling • Problem Solving and Initiative • Team Collaboration • Quick Learning Ability • Professional Integrity

ADDITIONAL INFORMATION

Available for immediate employment • Open to HR, Administrative, Operations, Executive Assistant and Remote Support Roles

REFEREES

Available on Request