

ADELAJA TAIWO ADETUTU

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Location: Lagos, Nigeria

PROFESSIONAL SUMMARY

Proactive and detail-oriented Human Resource Associate with hands-on supporting consulting and client-focused environments through structured HR operations, recruitment coordination, policy documentation, compliance support, and stakeholder management. Demonstrates strong administrative discipline, analytical thinking, and communication skills, with the ability to support consulting teams, manage multiple priorities, and deliver high-quality people and process outcomes aligned with client and business objectives.

CORE COMPETENCIES

- HR Consulting & Advisory Support
- Recruitment Coordination & Talent Pipeline Management
- HR Policy Development & Documentation
- Client & Stakeholder Engagement
- Employee Relations & Engagement Initiatives
- Performance Management & Reporting Support
- Compliance, Audit & Process Documentation
- Administrative Support

PROFESSIONAL EXPERIENCE

Human Resource Associate
WorkEvolve Limited – Lagos State.
February 2025 – Present

Key responsibilities:

- Support HR consulting engagements by coordinating recruitment activities, onboarding processes, and client-specific documentation.
- Assist in developing, reviewing, and maintaining HR policies, manuals, and process documentation for internal and client use.
- Provide structured administrative and operational support to consulting teams, ensuring accuracy, confidentiality, and timeliness.
- Support employee engagement initiatives and HR interventions aligned with client and organizational objectives.
- Assist with HR compliance reviews, audits, and reporting for clients and internal operations.
- Support performance management processes, including documentation, tracking, and reporting

Human Resource Intern (Remote)
GAO Tek Inc. – Nigeria.
June 2024 – October 2024

Key responsibilities:

- Managed the end-to-end recruitment process, including sourcing candidates, conducting virtual interviews, and maintaining accurate HR records.
- Facilitated onboarding and orientation sessions for new interns, ensuring smooth integration into the organization.
- Coordinated weekly team meetings, assigned tasks, and tracked progress to ensure timely delivery of objectives.
- Supported employee engagement initiatives and contributed to HR reports presented to management.
- Ensured team compliance with organizational policies and procedures.
- Monitored intern performance, provided feedback, and supported performance improvement where necessary.

Sales Associate

Atreos Retail – Lagos State.

August 2024 – December 2024

Key responsibilities:

- Drove retail sales through effective product positioning, cross-selling, and upselling strategies aligned with customer needs.
- Conducted clear and engaging product demonstrations, simplifying product features and benefits for diverse customer segments.
- Built and maintained strong customer relationships, contributing to repeat business and positive brand perception.
- Handled cash transactions and POS systems with high accuracy, ensuring compliance with internal controls.
- Resolved customer concerns and service issues promptly, applying conflict resolution and customer-centric approaches.
- Collaborated with team members to meet daily and monthly sales targets while maintaining service quality standards.

Call Center Agent / Telesales

OmniBiz Africa, Delta State.

April 2021 - August 2023

Key responsibilities:

- Delivered consistent, high-quality customer support by resolving inquiries, complaints, and service issues across inbound and outbound channels.
- Executed sales and upselling activities, meeting performance and conversion targets in a fast-paced environment.
- Utilized CRM systems to accurately document customer interactions, transactions, and follow-up actions.
- Applied active listening and problem-solving skills to identify customer needs and recommend appropriate solutions.
- Adhered strictly to quality assurance standards, scripts, compliance requirements, and data protection guidelines.

- Managed high call volumes while maintaining professionalism, accuracy, and service excellence.
- Collaborated with team leads and colleagues to improve call outcomes and customer satisfaction metrics.

EDUCATION

- Higher National Diploma (HND) Mass Communication
Yaba College of Technology | 2024
- National Diploma (ND) Mass Communication
Yaba college of Technology | 2019

PROFESSIONAL CERTIFICATIONS

- Human Resource Management Membership Certificate, ICSMP | 2026
- Compensation and Benefit, ICSMP | 2026
- Post Graduate Diploma in Human Resource Management, ICSMP | 2026
- Certificate of Training in Human Resources, GAO Tek Inc. | 2024
- Certificate of Training in Digital Marketing, GAO Tek Inc. | 2024
- Certificate of Internship Completion, GAO Tek Inc. | 2024
- Data Analytics Essentials, Cisco Certification | 2024

REFEREES

Referees available upon Request.