

CYNTHIA UGOCHI EZEKWUEME

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Lagos, Nigeria

Professional Summary

Results-driven and detail-oriented Human Resource professional with a strong background in HR consulting, employee management, recruitment, and training. Adept at implementing HR best practices, optimizing HR processes, and leveraging SAP HCM Cloud solutions to improve efficiency. Passionate about fostering employee engagement, talent acquisition, and driving organizational success. Skilled in strategic planning, employee relations, and HR analytics to support business objectives.

Professional Experience

November 2023- Present

I4NNOVA LIMITED (28 Remi Fani Kayode, GRA, Ikeja Lagos)

Human Resource Consultant (SAP)

- Provide consulting services on HCM best practices and SAP HCM Cloud solutions to global organizations.
- Perform system testing to ensure functionality, data integrity, and compliance with business requirements.
- Manage HR data migration from legacy systems to SAP SuccessFactors.
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- Design and customize SAP SuccessFactors modules (Employee Central, Recruiting, Performance Management, Compensation, etc.) to meet client needs.
- Collaborate with clients, HR leadership, and project teams to ensure smooth implementation.
- Providing ongoing maintenance, troubleshooting, and resolving user queries after the system is live.
- Developing customized reports and dashboards within SuccessFactors to provide insights into HR metrics and key performance indicators.
- Facilitating the transition to the new system by managing stakeholder expectations and addressing potential resistance to change.

January 2023 – November 2023

VOVIDA COMMUNICATIONS LTD (Suite 302 Airport Business Hub along Murtala Muhammed International Airport Road, Ikeja Lagos)

Marketing Analyst | Marketing Team Lead

- Communicating with customers, competitors, and suppliers.
- Conducting research on consumer and market trends, target demographics, and competing brands.

- Designing and implementing market and consumer surveys.
- Preparing detailed reports on consumer behavior, competitors' activities, outcomes, and sales.
- Working with the marketing team to inform and develop marketing strategies.

2018 – Till Date

FREELANCER

Event Hosting | Hospitality Manager

- Welcome guests to the venue.
- Provide accurate wait times and monitor waiting lists.
- Manage reservations.
- Escort customers to assigned dining or bar areas.
- Provide menus and announce Waiter/Waitress's name.
- Greet customers upon their departure.
- Coordinate with wait staff about available seating options.

April 2022 – December 2022

IMPORTDEALS.NG PERTINENCE PLACE (Egbeda Lagos)

Customer Service Rep | Sales Rep | Social Media

Manager □ Receives incoming and outgoing calls.

- Meeting or exceeding sales goals.
- Ensuring customer complaints are handled and resolved accurately and quickly.
- Provides excellent customer service in other to build and maintain strong relationships with customers.
- Handle and manage social media page, Write and create content for social media handles.
- Attend to other administrative works.
- Write articles for blog post.
- Relating directly with clients to ensure satisfaction and sales.

March 2021 – August 2021

ROSERLAW MODEL SCHOOL (Ijebu Ode, Ogun State)

Social Studies Teacher

- Complete student progress reports on daily/weekly basis to notify students and parents of strengths and areas of improvement.
- Cooperated with parents to support students learning and healthy development in school and at home.
- Developed and implemented classroom routines to address varying student needs.
- Prepare for classes and deliver top notch teaching services.

2020 – 2021

REGAL PLASTIC INDUSTRIES LTD (Sango, Ogun State)

Assistant Secretary | Database Manager

- Assisting Helping out in documentations of important files.
- the administrative department with clerical duties.
- Answering calls, taking messages and handing correspondence.
- Maintaining diaries and arranging appointments.
- Managing the company database and keeping records.

Education

2017 – 2021 Ogun State, Nigeria

B.Sc. (Ed.) Sociological Studies

Tai Solarin University of Education, Ijebu Ode

Relevant Coursework: Investment Marketing and Purchasing Management, Compulsory Public Issues, Religion and Society, Security Problems and Administration in Nigeria, Elements of Guidance and Counselling, Public Administration.

Skills

□ Tools

- Canva
- Google Docs
- Google Sheets
- InDesign
- Microsoft Excel
- PowerPoint
- Microsoft Word

Soft

□ Skills

- Strategic Planning.
- Analytical Thinking.
- Strong decision Making.

- Excellent Communication Skills and Administrative Experience.
- Time Management.
- Self Confidence.
- Ability to Impart Knowledge
- Team Player.



Others

- Advertising
- Customer Service
- Content Creation.
- Data Entry
- Social Media Management.

Languages

- English Language – Full Professional Proficiency
- Igbo Language – Native
- Yoruba – Intermediate Proficiency

References

Available on request.