

OBIWURU GRACE-FORTUNE

HUMAN RESOURCE & OPERATIONS

Location: Lagos, Nigeria. Phone: +2349039189506

Email: obiwurugracefortune@gmail.com

Profile Summary

A seasoned Human Resource Manager with a track record of effectively managing and facilitating various HR functions. Excels in communication, problem-solving, leadership, empathy, negotiation, and presentation skills. Her expertise extends to software such as Google Meet, Google Sheets, Google Docs, Trello, Click-up, and Slack.

Adept at time management, organizational skills, strategic thinking, change management, conflict resolution, cultural sensitivity, known to foster good employee relations, performance management, training and development, recruitment and onboarding, risk management, adaptability, and a very confidential HR manager.

Experience.

Human Resource & Operations Manager(Remote)

Newton Solutions Ltd – Quality Assurance (QA) Testing Company, Lagos Nigeria. (July 2022 – Present)

- Led recruitment processes resulting in a 20% increase in hiring efficiency.
- Mediated conflicts and promote positive interactions, leading to a 15% improvement in employee satisfaction.
- Implemented performance appraisal systems, resulting in a 10% boost in team productivity.
- Provided excellent customer service and resolved HR-related inquiries effectively.
- Conducted candidate screening and maintained candidate information in the ATS.
- Coordinated employee onboarding, benefits administration, and payroll processing.
- Implemented safety protocols and wellness initiatives, resulting in a 30% reduction in workplace accidents.
- Updated HR policies to ensure compliance with current laws and regulations.
- Collaborated with cross-functional teams to support HR projects and initiatives.

Admin Officer

Federal Ministry of Information, Lagos State, Nigeria (Nov. 2018 – Jun. 2022)

- Managed people operations, onboarding, and resource access for new employees.
- Handled scheduling, organizing meetings, and documentation.
- Improved delivery time among team members using strong interpersonal skills and emotional intelligence.

Logistics/Operations Manager.

Stonegate International Support Services, Lagos, Nigeria (Aug 2015 – Oct 2018)

- Managed warehouse inventory and budgets, and performed risk assessment.

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- Negotiated rates and contracts with carriers, maintained shipping record
- Monitored safety and environmental procedures.

WASSCE Examiner/Teacher

DEN-BEC Group of Schools Rumuokoro, Port Harcourt, Rivers State (Nov. 2013 – Jun. 2015)

- Coordinated WAEC exams, taught Agricultural Science, and organized extracurricular activities.

Education:

- Diploma in Human Resource Management, Oxford Home Study Center, UK (2022)
- BSc in Agric-Economics (Second Class Division), Michael Okpara University of Agriculture, Umudike, Abia State, Nigeria (2011)

Training and Certifications:

- Chartered Institute for Personnel Management (CIPM), - inview.
- HSE Supervision, General Health Safety & Environmental Management.
- Incident/Accident Investigation & Reporting,
- Risk Assessment.
- Microsoft Office proficient.

Reference: Available upon request.