

JOWO ELIJAH ABIRE

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PROFESSIONAL SUMMARY

Dedicated and proactive Human Resources professional with a strong background in people management, employee relations, and administrative operations within the hospitality industry. Skilled in recruitment and onboarding, staff documentation, policy implementation, performance management, and fostering a positive workplace culture. Adept at handling confidential information with professionalism, maintaining compliance with organizational policies, and supporting business objectives through effective HR practices. Recognized for a responsible, calm, and strategic approach to problem-solving while thriving in fast-paced and dynamic work environments.

EDUCATION

HRCI HUMAN RESOURCES ASSOCIATE PROFESSIONAL CERTIFICATE | APRIL 2025

- TALENT ACQUISITION

B.SC | MARCH 2023 | FEDERAL UNIVERSITY OF AGRICULTURE, ABEOKUTA

- BACHELOR OF AGRICULTURAL SCIENCE/ANIMAL SCIENCE

EXPERIENCE

HR OFFICER | HMS SIP AND GRILL LOUNGE | JUNE 2026 – TILL DATE.

- Developed and implemented the organizational structure and reporting framework.
- Created comprehensive job descriptions for all operational and administrative roles.
- Designed and managed recruitment processes, including candidate sourcing, screening, and hiring recommendations.
- Drafted employment contracts, offer letters, and other HR documentation.
- Developed a comprehensive employee handbook outlining workplace policies and procedures.
- Established and implemented core HR policies to ensure compliance and effective people management.
- Created Standard Operating Procedures (SOPs) to improve operational consistency and efficiency.
- Prepared recruitment reports and provided management with data-driven hiring recommendations.

HR ASSISTANT (OPERATIONS) | UPBEAT RECREATION CENTER | OCTOBER 2023 – TILL DATE.

- Monitored team performance, provided feedback, and supported training initiatives.
- Lead and supervised a team of 20 employees during off peak period and 34 employees during peak period and utilize all potentials into achieve a team playing daily job delivery.
- Analyzed key performance metrics, prepared reports, and identified areas for improvement.
- Handled escalations, resolved issues, and coordinated with cross-functional teams.
- Coordinating training and development programs
- Manage team's Conflicts and Employee Grievances

OPERATIONS ATTENDANT | UPBEAT RECREATION CENTER | JUNE 2023 – SEPTEMBER 2024

- Assisted in daily operational tasks, ensuring efficiency and compliance with company standards.
- Handled inventory management, restocking supplies, and reporting shortages.
- Provided customer support, addressing inquiries and resolving issues efficiently.
- Followed company policies and standard operating procedures (SOPs) to ensure smooth workflow

CUSTOMER SERVICE REPRESENTATIVE| CENTURY 21 FREEDOM GROUP INT'L | FEBURARY 2021 – MARCH 2022

- Resolved 90% of technical inquiries on first contact, reducing escalations and improving service efficiency.
- Recognized as "**Top Customer Support Representative**" for consistently exceeding service level targets.
- Improved customer retention by **15%** through proactive follow-ups and personalized solutions.
- Managed high-volume inbound and outbound calls, emails, and live chats related to networking solutions and services.
- Documented and updated customer interactions, technical issues, and resolutions.

EXECUTIVE ASSISTANT TO THE OPERATIONS MANAGER| BIKAL OIL AND GAS | 2016 – 2018

- Assisted the Operations Manager by supporting both shop and office personnel, ensuring smooth workflow.
- Managed administrative tasks, maintaining an organized and efficient production system.
- Coordinated and scheduled company meetings, appointments, interviews, and inspections to enhance operational efficiency.
- Processed and managed new orders, delegating tasks to co-workers in a fast-paced environment to meet deadlines.
- Ensured quality service delivery, addressed and resolved customer complaints, improving client satisfaction

SKILLS

- Administrative support skills- scheduling appointments, printing and scanning documents.
- Document proof reading.
- Customer service skill- Answering calls and problem solving.
- Good human relationship among staffs.
- Attention to details.
- Effective Communication.
- Microsoft office proficiency.
- Excellent Team work.
- Excellent time management.
- Executive support/assistance.

TRAININGS AND CERTIFICATIONS

- Time management and productivity for leaders(typsy)
- Leading and Motivating teams(typsy)
- Effective Communication with staff(typsy)
- Introduction to Leadership (typsy)
- Business Etiquette Mastering Manners & Behaviors at work
- Leadership skills and Team management
- Recruitment, Hiring and Onboarding of Employees
- Preparing to manage Human resources
- Managing employee performance
- Managing employee compensation

REFEREES

- Available on demand

