

JOHN DANIEL
SUPERVISOR

OBJECTIVE

Detail-oriented HR Admin Officer and Customer Support with three years of experience supporting employee recruitment, relations and Human Resource administration, resolving customers’ complaints. Skilled in coordinating on-boarding, maintaining Human Resource databases, while ensuring compliance with company policies. Strong interpersonal and organizational abilities with a passion for fostering workplace culture.

WORK EXPERIENCE

HR Admin Officer at MC Timothy Associates Consulting, August, 2024 to August, 2026

- Deeply involved in employee recruitment process.
- Carried out talent sourcing.
- Carried out job postings, screening and scheduling of interviews.
- Executed payroll preparation and benefits administration.
- Handled employee queries and facilitated communication between staff and management.
- Carried out HR reports and performance tracking.
- Maintained HR records and ensured compliance with labour law.
- Coordinated on-boarding programs and prepared employee documentation.
- Involved in employee relations by addressing inquiries and conflict resolutions.

Customer Service Officer (Customer Support), Guaranty

CONTACT

- Address: Ajah, Lagos
- Contact: +2348166367521
- Email: johndaniel1589@gmail.com

SKILLS

- Proficient in Microsoft 365 suites (Word, Excel, PowerPoint, Access, Publisher, Outlook, Teams, Calendar, Power BI).
- Recruitment and on-boarding
- Employee relations
- Payroll and benefit administration
- Ability to use Spark Hire for video interview
- Ability to use data visualization tool like Power BI to analyze and visualize data for insightful decision-making.
- Employee service and query resolution.
- Ability to use CRM tools like Microsoft Dynamics 365 for customer service management and Zoho CRM for managing workflow.
- Ability to use Google workspace.
- Ability to schedule meetings via Microsoft Teams.
- Ability to use Outlook Calendar set reminders for events..
- Data entry and management skills.
- Strong verbal and written communication skills.
- Strong emotional intelligence.
- Conflict resolution and problem-solving.
- Ability to work under management

Trust Bank, June, 2022 to July, 2024

- Processing chequebook requests for customers.
- Processing sponsorship letters for customers.
- Attending to customers’ inquiries via calls, mails and chats.
- Processing standard reference letters for customers.
- Processing standard signature confirmation letters for customers.
- Processing letters of non-indebtedness for customers.
- Attending to customer’s complaints, inquiries and resolving them.
- Upgrading customers’ Tier1 and Tier2 accounts to Tier3 accounts.
- Resolving customer issues while adhering to regulatory and operational procedures.
- Analyzing account-related discrepancies and provided timely solutions.
- Collaborating with cross-functional teams to improve services delivery and process efficiency.
- Investigating and treating charge-back using Arbiter 2.0 (Inter-Switch platform), Spark Pay Portal (Habari Pay platform), NIBSS Industry Dispute Resolution System IDRS platform, or Unified Payment Dispute Management System, depending on the type of transaction.
- Fixing and test running of ATM card issuance kiosk or ATM card prime machine for issuing ATM cards to customers.
- Making use of CRM Dynamics 365 to document and log customers’ complaints and some erroneous transactions on the Automated Teller Machine.
- Attending to customer’s complaints, inquiries and

structure.

EDUCATION AND DATE

National Youth Service Corp (NYSC), 2019

- Discharged Certificate

Usmanu Danfodiyo University, Sokoto

- Post Graduate Diploma in Education, May 2021

Kaduna Polytechnic, Kaduna

- Higher National Diploma, Chemical Engineering, January 2018
- National Diploma, Chemical Engineering, November 2014

Nigerian Defence Academy Staff Secondary School, Kaduna

- Senior School Certificate Examination (SSCE), May 2010

PROFESSIONAL

CERTIFICATION/TRAINING

- Chartered Institute of Personnel Management of Nigeria (CIPMN) in view
- Diploma in Human Resource Management
- Basics in International Human Resource Management
- Certificate, introduction to Data Analysis with Excel Coursera Project Network

LANGUAGE PROFICIENCY

- English (Proficient)
- Hausa (Conversational)

resolving them.

- Carrying out dormant account reactivation for customers.
- Validating customers' Bank Verification Numbers via the Bank Verification portal.
- Verifying customers' National Identification Number via Customer Information Service Process maker application.
- Profiling customers' accounts on alert system to enable them receive transaction alert notifications.
- Assisting customers to install and activate mobile applications to enable them perform transactions.
- Assisting customers to place restrictions and remove restrictions from their accounts based on requests.
- Assisting customers to reset their forgotten security questions and answers on their mobile applications to enable their transactions.
- Assisting customers to track and block any unauthorized transactions on their accounts.
- Escalating some complicated issues to the appropriate team for quick resolution.
- Providing customers' feedback to the management for better customer service delivery.

- **Ibibio (Native)**

INTEREST AND HOBBIES

- Playing scrabble
- Surfing the net
- Travelling

