

OYEFESO ESTHER OLUWATOSIN

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PROFESSIONAL SUMMARY

Strategic and results-oriented Human Resources Manager with experience in HR operations, talent acquisition, employee relations, performance management, payroll coordination, HR policy development, and HR digital transformation across corporate and fintech environments. Skilled in developing HR processes, implementing HR systems, managing end-to-end recruitment, coordinating onboarding, and supporting organizational growth through data-driven HR practices. Proficient in Zoho People, Zoho Recruit, Microsoft Excel, Google Workspace, and HRIS platforms, with a strong commitment to improving employee experience and operational efficiency.

CORE SKILLS

- Human Resource Management
- Talent Acquisition & Recruitment
- HR Operations and Employee Relations
- Performance Management
- Employee Onboarding & Offboarding
- Payroll Coordination
- HRIS Administration (Zoho People and Recruit)
- Employee Records Management
- HR Analytics & Reporting
- Google Workspace

PROFESSIONAL EXPERIENCE

Human Resources Manager

WAYA Multi Links Technology Ltd (Wayabank) | January 2026 – Present

- Lead end-to-end HR operations, including recruitment, onboarding, employee relations, performance management, and workforce planning.
- Manage the full recruitment lifecycle, from job description development and candidate sourcing to interviews, reference checks, and onboarding.
- Develop and implement HR policies, SOPs, and employee lifecycle processes to improve operational efficiency and compliance.
- Partner with department heads to define roles, responsibilities, KPIs, and performance management frameworks.
- Coordinate payroll inputs by validating employee records, attendance, leave, and salary-related information.
- Oversee HR documentation, employee records, contract management, and compliance with labour regulations.

- Drive HR digital transformation through the implementation of the HR Intranet, attendance tracking, and HR reporting dashboards.
- Support leadership with HR analytics, employee engagement initiatives, and continuous process improvement.

Human Resources Manager

T-Delight Communications, Ikeja | February 2024 – January 2026

- Managed HR operations across multiple retail branches, overseeing recruitment, onboarding, employee engagement, and HR administration.
- Led end-to-end recruitment using Zoho Recruit, including job posting, candidate sourcing, screening, interviewing, and selection.
- Maintained employee records, leave administration, and HR workflows using Zoho People.
- Coordinated payroll inputs, staff onboarding, policy implementation, and disciplinary processes.
- Collaborated with branch managers to ensure consistent HR practices and regulatory compliance.

HR Operations Assistant

Transmission Company of Nigeria (NCC) | July 2021 – January 2024

- Supported HR operations, including employee records management, onboarding, leave administration, and personnel documentation.
- Managed attendance records and employee data using Zoho People.
- Assisted with recruitment coordination, interview scheduling, and payroll support through Zoho Recruit.
- Prepared HR reports, supported audit activities, and ensured compliance with HR policies and procedures.

HR/Admin Assistant

Tomade Medical Centre, Lagos | January 2021 – June 2021

- Supported day-to-day HR and administrative operations, including employee record management and onboarding.
- Monitored staff attendance, managed leave records, and coordinated internal communications.

Teaching Intern (NYSC)

The Heritage School, Bida | November 2019 – October 2020

- Supported administrative and HR-related activities, including staff documentation, onboarding, and personnel record management.
- Assisted with school administrative planning and documentation.

EDUCATION

B.A. English

University of Ilorin, Kwara State | **2015 – 2019**

Senior Secondary School Certificate (SSCE)

Federal Government College, Ogbomosho | **2007 – 2014**

CERTIFICATIONS

- Human Resource Management – Pearson Vue
- Zoho People for HR Professionals