#  UDUAK JOY OKON

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 Human Resources Officer Abuja

# OBJECTIVE:

To become an asset to the organization through efficient and effective delivery of services aimed at achieving set goals, learning values, and developing strengths for implementing visions.

 **WORK HISTORY:**

 **[ March 1st, 2022- Till Present] Heartland Alliance Ltd (ACE-6 Project) Lagos**

 **Funded by: United States Agency for International Development (USAID)**

 **Position: Procurement Officer**

Join HALG Team to provide the essential program support necessary to implement the ACE project. Accelerating Control of the HIV Epidemic (ACE) in Nigeria's three states of Lagos, Edo, and Bayelsa is the focus of the ACE cluster 6 initiative. The project is funded by USAID and is targeted at fulfilling the UNAIDS targets 95-95-95. The general population, pregnant women, adolescents, and young people, and men are the target population. Its objective is to ensure that no one is left behind.

Under the Supervision of the Procurement & Operations Manager, the incumbent is responsible for procuring, commodities, equipment, furniture, supplies and miscellaneous services in support of the operational requirements of the organization.

 **Responsibilities**

* Ensure that all procurement activities are initiated by a procurement requisition form; and that all requests submitted are processed in a timely manner to meet up with the requested delivery date.
* Ensure that the appropriate procurement procedures are followed for all requisitions based on the threshold of the cost involve.
* Assist the Procurement team in the preparation of the orders when needed. Keep a tight control on the numbering of all orders & on the filing system in general.
* Liaise with staff in the field offices in monitoring prices of regularly used materials/items; and provide updates to price listing to program staffs to guide order request preparation.
* Ensure the correct authorization procedures at every step of the procurement process i.e. procurement documents duly signed, budget management, quality control for incoming goods, and payments.
* Help to minimize the organization’s liability exposure by ensuring contracts and purchases meet legal, statutory, policy and procedural compliance.
* Coordinate contract amendment process, ensuring that amendments follow original solicitations and contract statements of work.
* Assist the procurement team to coordinate all phases of contractor selection process. Understand, recommend, and apply the appropriate method of solicitation, evaluating the risk associated with the contract, advertising format, insurance requirements, methods of compensation and other matters concerning procurement.
* Assist in training of HALG staff on procurement related matters.
* Maintain a good relationship with vendors interested in supply of goods and services to HALG.
* Perform other duties as assigned

 **[ Jan.10th – Feb. 28th 2022] Malaria Consortium (SUNMAP2 Project) F.C.T Abuja**

 **Funded by: Department for International Development (DFID) / UKaid**

  **Position: Admin/Operation Support**

 **Responsibilities**

* Asset identification, sorting and prep for transfer to individual awardees
* Filing, recording and documentation of all transfer documents to support asset disposal
* Responsible for supporting all logistic arrangements, travel itineraries of staff and short

 term consultants (as applicable) to ensure proper delivery and satisfaction of service to

 the project;

* Responsible for Office and facility maintenance for office spaces in state for duration of

 asset disposal process

 Ensuring that all schedules and other document to aid payment process of meetings, are

 submitted to Finance for payment.

* Responsible for coordinating the administration and logistics support for the programme

 office on all field related activities in the state;

* Support in the process of Asset disposal and storage, inclusive of IT related tasks on data

 security

* Ensure that all leased property agreements are closed and that such properties are

 restored to original condition where indicated as part of the signed agreement with the

 Landlord

* Do other administrative Tasks

 **Deliverables**

* Effective Support on all tasks related to Asset disposal process for SuNMaP2 closure
* Ensure support to all logistics arrangement for disposal meetings in a timely manner and

 in line with MC Policy guidelines, secure all MC related files, to be packed, scanned and

 labelled as required by the organization

* Ensure All documentation needed for payment are complete and received on time.
* Ensure all lease properties are maintained in a state fit for release to Landlord
* Ensure that all financial obligations in the state are fully cleared.
* Ensure that all Project assets in the state is fully accounted for and dispose or store

 proper and documentation.

**[ March 4th till Sept.2021] Creative Associates International, INC (Nigeria Lake Chad Project / Nigeria Early**

 **Recovery Initiative (NERI) Project Plateau** Jos.

**Position: Procurement Officer**

Procurement Officer will support the system strengthening of a reputable NERI project in Plateau State and support in the procurement of goods and services required to as a prerequisite for a grant with USAID-NERI Program. He/ She will be responsible for (1) ensuring that procurements are carried out strictly in accordance with the organization policies, regulations and local law; (2) maintaining the complete documentation and filing system for all procurement including the proposal, evaluation reports, negotiation memorandums, award documents, relevant correspondence etc.; (3) serving as the point person related to any procurement of goods and services for the program either for direct use under the project task order and (4) coordinating procurement actions with the program’s technical lead in order to ensure timely and satisfactory delivery of goods and services. This position will be based in Plateau State.

Duties and Responsibilities:

* Ensure that the procurement process strictly follows the Organization rules and regulations.
* Maintain a file system for procurements to allow for efficient documentation and process audits and maintain the privacy of grantees and vendors.
* Maintain files, including: proposal, evaluation, award documents, official contracts and correspondence Of all procurements, following policy and local law.
* Assist with preparation of Terms of Reference and/or technical specifications for materials, goods, and Services, for contracts, acquisitions, and procurements, in collaboration with the program team.
* Ensure presentation of sufficient selection that meets requirements of quality assurance, delivery, and Transparency.
* Work with vendors of goods and services to ensure quality.
* Assist with invitations to potential vendors to compete offers for the purchase of goods or services Including under grants, either through direct, bid invitation, or other mechanism that ensures high Standards of transparency.
* Participate in evaluation committees for proposals submitted by the various vendors, according to the Solicited terms of reference and regulations.
* Process procurements according to rules and regulations.
* Maintain strict control of budgets, and financial expenditures.
* Coordinate delivery logistics with program team and/or grantees to obtain the required permits Including, such as delivery receipts.
* Coordinate transportation, permits, authorizations, insurance, loading and unloading of goods/materials, And financial allocation of related expenses under grants.
* Prepare requests for quotations, negotiate, conduct analysis, and recommend vendors for delivery of Goods and materials to grantees.
* Communicate all delivery schedules corresponding to grant and operations procurements, including the Projection of related expenses.
* Verify deliveries are complete and timely.
* Perform other tasks, as assigned.

**[January 12th 2021 till March 3rd 2021 ] Creative Associates International, INC (Nigeria Lake Chad Project / Nigeria Early Recovery Initiative (NERI) Project**

# Plateau Jos.

**Position: STTA Procurement Expert**

The STTA Procurement Expert will support the system strengthening of a reputable NGO domiciled in Plateau State and support in the procurement of goods and services required to as a prerequisite for a grant with USAID-NERI Program. She will be responsible for (1) ensuring that procurements are carried out strictly in accordance with the organization policies, regulations and local law; (2) maintaining the complete documentation and filing system for all procurement including the proposal, evaluation reports, negotiation memorandums, award documents, relevant correspondence etc.; (3) serving as the point person related to any procurement of goods and services for the program either for direct use under the project task order and (4) coordinating procurement actions with the program’s technical lead in order to ensure timely and satisfactory delivery of goods and services. This position will be based in Plateau State.

Duties and Responsibilities:

* Ensure that the procurement process strictly follows the Organization rules and regulations.
* Maintain a file system for procurements to allow for efficient documentation and process audits and Maintain the privacy of grantees and vendors.
* Maintain files, including: proposal, evaluation, award documents, official contracts and correspondence Of all procurements, following policy and local law.
* Assist with preparation of Terms of Reference and/or technical specifications for materials, goods, and Services, for contracts, acquisitions, and procurements, in collaboration with the program team.
* Ensure presentation of sufficient selection that meets requirements of quality assurance, delivery, and Transparency.
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* Coordinate transportation, permits, authorizations, insurance, loading and unloading of goods/materials, And financial allocation of related expenses under grants.
* Prepare requests for quotations, negotiate, conduct analysis, and recommend vendors for delivery of Goods and materials to grantees.
* Communicate all delivery schedules corresponding to grant and operations procurements, including the Projection of related expenses.
* Verify deliveries are complete and timely.

 Perform other tasks, as assigned.

# [Nov.30th 2020 -31st 2020] Population Services International (PSI), Nigeria (USAID Project) F.C.T, Abuja

**Position: Procurement Assistant (Consultant) Duties and Responsibilities:**

* The Procurement Assistant Consultant will report to PSI Nigeria Procurement Officer and aim to

Achieve the following deliverables;

* Support with logistics and general fleet management and vehicles renewals.
* Assist programs teams and other department for vehicle and routes scheduling.
* Assist in collecting quotations, answer to suppliers, vendors, and end users’ queries, And provide customer service support.
* Conduct first review of internal required documentation and vendor invoices to Ensure completeness and compliance with purchase order/ goods received.
* Assist in updating and maintaining all data base and archiving systems with proper Labelling.
* Assist with tracking of orders and follow-up as needed for timely delivery
* Support in conducting procurement related outdoor activities when necessary
* Support in organizing procurement and evaluation committee’s meeting, preparation Of draft reports for same.
* Perform any other duties as may be assigned.

# [April 6th 2020 till November 31st 2020] Creative Associates International, Inc. (Nigeria Lake Chad Project USAID/OTI) Borno- Maiduguri

**Position: USAID Guesthouse Manager Duties and Responsibilities:**

The Guesthouse Manager will be responsible for the operation of Creative’s guesthouse in Maiduguri town, which hosts periodic USAID and Creative staff members, as well as other NGOs or partners working in the area.

The Guesthouse Manager will directly supervise the guesthouse support staff (cleaner, guards, drivers, and service providers etc.). The Guesthouse Manager collaborates closely with USAID Regional Security Officer (RSO) & staff to coordinate USG personnel visits to Maiduguri.

Primary responsibilities include but are not limited to the following:

* Management of the USAID guesthouse to include Logistics, Administration, Financial accounting and reporting.
* Directly manage and supervise a team of support staff (i.e. security, receptionist, housekeepers, handy man and laundry man.)
* Daily inspections and accounting for staffing, including staff attendance and compliance of their duties and responsibilities with efficient reporting of staff activity.
* Direct and manage external service provider/vendors hired to perform duties at the GH, • liaise with all departments in NLCB program and visiting guests to manage GH reservations and payments for accommodation services working in close coordination with the GH receptionist.
* Process includes efficient bookkeeping practices and provision of monthly utilization reports.
* Manage and direct repairs and maintenance of all aspects of the guesthouse including regular garden maintenance, plumbing, DSAT connectivity, laundry collection service and delivery, cleaning and maintenance of GH and air conditioning units, and that cleaning is performed on all rooms and confines of the GH.
* Provide the GH logistic support services by; Ensuring all NLCB operational policies are followed and compliant at all times; maintaining inventory and coordinating compliance with project and donor policies, support all logistic requirements, office operations and procedures, efficiently manage the filing systems and supply requisitions (stationery, utility payments and petty cash etc.)
* Deliver basic security briefings to any and all guests (prepared by the NLCB security Officer) and ensure that all guests sign the “waiver of liability” contained within the GH Guide upon arrival.
* Ensure communication on details of all guests and vehicles visiting the guest house to the security supervisor onsite prior to their arrival to ensure safe access. And by doing so ensure that no unannounced guests or visitors gain access to the establishment, regardless of their rank, title or organization.
* Ensure that all guests comply with the Guesthouse rules and regulations including the “Guesthouse Guide” at all times and document any non-compliance with Organization SMT and Administrative Manager as soon as noted.
* Ensure the facility is always in good working condition and endeavor to fix or facilitate repairs in good time. this includes regular maintenance of equipment and assets within the Guest house.
* Co-ordination and maintenance of systems related to Housekeeping.
* Any and all duties as directed by the Abuja Administration Manager or the Operations Manager.

# [January 13th 2020 till March 31st 2020] Creative Associates International, Inc. (Nigeria Lake Chad Project USAID/OTI) Borno- Maiduguri

**Position: STTA Guesthouse Manager Duties and Responsibilities:**

The STTA Guesthouse Manager will be responsible for the operation of Creative’s guesthouse in Maiduguri town, which hosts periodic USAID and Creative staff members, as well as other NGOs or partners working in the area. The STTA Guesthouse Manager will directly supervise the guesthouse support staff (cleaner, guards, drivers and service providers etc.). The STTA Guesthouse Manager collaborates closely with USAID Regional Security Officer (RSO) & staff to coordinate USG personnel visits to Maiduguri.

Primary responsibilities include but are not limited to the following:

* Management of the USAID guesthouse to include Logistics, Administration, Financial accounting and reporting.
* Directly manage and supervise a team of support staff (i.e. receptionist, housekeepers, handy man and laundry man.)
* Daily inspections and accounting for staffing, including staff attendance and compliance of their duties and responsibilities with efficient reporting of staff activity.
* Direct and manage external service provider/vendors hired to perform duties at the GH, • liaise with all departments in NLCB program and visiting guests to manage GH reservations and payments for accommodation services working in close coordination with the GH receptionist.
* Process includes efficient bookkeeping practices and provision of monthly utilization reports.
* Manage and direct repairs and maintenance of all aspects of the guesthouse including regular garden maintenance, plumbing, DSAT connectivity, laundry collection service and delivery, cleaning and maintenance of GH and air conditioning units, and that cleaning is performed on all rooms and confines of the GH.
* Provide the GH logistic support services by; Ensuring all NLCB operational policies are followed and compliant at all times; maintaining inventory and coordinating compliance with project and donor policies, support all logistic requirements, office operations and procedures, efficiently manage the filing systems and supply requisitions (stationery, utility payments and petty cash etc.)
* Deliver basic security briefings to any and all guests (prepared by the NLCB security Officer) and ensure that all guests sign the “waiver of liability” contained within the GH Guide upon arrival.
* Ensure communication on details of all guests and vehicles visiting the guest house to the security supervisor onsite prior to their arrival to ensure safe access. And by doing so ensure that no unannounced guests or visitors gain access to the establishment, regardless of their rank, title or organization.
* Ensure that all guests comply with the Guesthouse rules and regulations including the “Guesthouse Guide” at all times and document any non-compliance with Organization SMT and Administrative Manager as soon as noted.
* Ensure the facility is always in good working condition and endeavor to fix or facilitate repairs in good time. this includes regular maintenance of equipment and assets within the Guest house.
* Co-ordination and maintenance of systems related to Housekeeping.
* Any and all duties as directed by the Abuja Administration Manager or the Operations Manager.

# [Mar 12th, 2019-Present] Creative Associates International, Inc. (Nigeria Lake Chad Project USAID/OTI) Abuja Position: STTA Procurement Officer

**Duties and Responsibilities:**

* Ensure that the procurement process strictly follows the Organization rules and regulations.
* Maintain a file system for procurements to allow for efficient documentation and process audits and maintain the privacy of grantees and vendors.
* Maintain files, including proposal, evaluation, award documents, official contracts and correspondence of all procurements, following policy and local law.
* Assist with preparation of Terms of Reference and/or technical specifications for materials, goods, and services, for contracts, acquisitions, and procurements, in collaboration with the program team. Ensure presentation of sufficient selection that meets requirements of quality assurance, delivery, and transparency.
* Work with vendors of goods and services to ensure quality.
* Assist with invitations to potential vendors to compete offers for the purchase of goods or services including under grants, either through direct, bid invitation, or other mechanism that ensures high standards of transparency.
* Participate in evaluation committees for proposals submitted by the various vendors, according to the solicited terms of reference and regulations.
* Process procurements according to rules and regulations.
* Maintain strict control of budgets, and financial expenditures.
* Coordinate delivery logistics with program team and/or grantees to obtain the required permits including, such as delivery receipts.
* Coordinate transportation, permits, authorizations, insurance, loading and unloading of goods/materials, and financial allocation of related expenses under grants.
* Prepare requests for quotations, negotiate, conduct analysis, and recommend vendors for delivery of goods and materials to grantees.
* Communicate all delivery schedules corresponding to grant and operations procurements, including the projection of related expenses.
* Verify deliveries are complete and timely.
* Perform other tasks, as assigned.

# [Sep 11th, 2018-Mar 11th, 2019] Creative Associates International, Inc. (NRTI & NLCB Project UDAID/OTI) Abuja

**Position: STTA HR Assistant Duties and Responsibilities:**

* Organize all employee records (hard files) and documents into appropriate filing sections in compliance to hire/audit checklist.
* Generate a standard list/report on employee's pending documents and make request for filing.
* Maintains employee confidence and protect operations by keeping all information and documentations highly confidential. Will be required to sign a CSI Policy in compliance to this section.
* Support HR team efforts when required for hiring and engaging consultants under grant activities, leave requests and timesheets.
* Other tasks, of a reasonable nature, based on capacity of the STTA HR Assistant, not explicitly incorporated herein but integral to meeting the objectives of the position and needs of NLCB Program.

# [May 2nd, 2018-Sept 10th, 2018] Society for Women and Girl Child Empowerment Abuja-FCT Position: HR and Administrative Assistant (Volunteer)

**Duties and Responsibilities:**

* + Maintain employee records (soft and hard copies)
	+ Provides job candidates by screening, interviewing, and testing applicants; notifying existing staff of internal opportunities; maintaining personal records, obtaining temporary staff from agencies
	+ Update HR databases (e.g. New hires, separations, transfers, terminations, changes in job classifications, merit increases, tracking annual/sick leave and other relevant documents)
	+ Assist in payroll preparation by providing relevant data, absences, bonus and leaves
	+ Prepare paperwork for HR policies and procedures
	+ Process employees' requests and provide relevant information
	+ Coordinate HR projects, meetings and training seminars
	+ Collaborate with the recruiter to post job ads on careers pages and process incoming CVs
	+ Document human resources actions by completing forms, reports, logs and records

# [Jan 1st, 2017-Mar 31st, 2018] Society for Women Development and Empowerment of Nigeria [Global Fund Project] Abuja-FCT

**Position: HR and Administrative Assistant (Global Fund Project) Duties and Responsibilities:**

* + Maintain employee records (soft and hard copies)
	+ Provides job candidates by screening, interviewing, and testing applicants; notifying existing staff of internal opportunities; maintaining personal records, obtaining temporary staff from agencies
	+ Update HR databases (e.g. New hires, separations, transfers, terminations, changes in job classifications, merit increases, tracking annual/sick leave and other relevant documents)
	+ Assist in payroll preparation by providing relevant data, absences, bonus and leaves
	+ Prepare paperwork for HR policies and procedures
	+ Process employees ‘requests and provide relevant information
	+ Coordinate HR projects, meetings and training seminars
	+ Collaborate with the recruiter to post job ads on careers pages and process incoming CVs
	+ Document human resources actions by completing forms, reports, logs and records
	+ Handle general inquiries and requests for information and materials via email, mail and/or phone.
	+ Keep records of incoming and out-going call/visitors logs and ensure proper coordination with guards while ensuring security directives/office policy are followed on a daily basis.
	+ Provide travel plans for all staff on airport pick/drop off and accommodation arrangements
	+ Serve as point of contact for operational support on land travel logistics/scheduling using the organization movement planner and accommodation bookings within the State,
	+ Provide operational support (car hire, airport transfers, pickup/drop off arrangements and assignment of communication tools) to staff and other consultants visiting the country
	+ Assist in organizing events and corporate hospitality functions, using time and resource management skills to achieve smooth implementation
	+ Support Line Manager to develop and maintain effective administrative systems and procedures to ensure the smooth running of the unit.
	+ Create, supervise, and monitor Schedules for outsourced contractors under Operational/Admin unit
	+ Support Line Manager to Coordinate Admin staff leave schedules, travel authorizations
	+ Log in and update the movement schedule of every staff using the office vehicle or a car hire at any given time
	+ Process payments by generating good, received notes and payment requests for all office/operational activities, services rendered and completed by vendor
	+ Maintain, monitor and update electronic filing systems; staff contact list, staff birthdays, photographs and ID numbers as well as hard copy files- Purchase requests, staff travels requests, mails/way bills, payment registers, invoices, budgets, contracts/BPA/CIDS
	+ Manage Operational BPA Tracker Monthly, including tracking costs and validity dates plus ensuring renewals of same at appropriate times
	+ Assist with ordering supplies and inventory management, as needed.
	+ Assist staff with mailing projects.
	+ Prepare meeting halls/conference; send reminders, maintaining and distributes meeting minutes and action

–item grids, write minutes for each one SWODEN conference.

* + Provide administrative and logistical support to SWODEN.
	+ Provide day to day activities support to Executive director, programs and another department when required.
	+ Send weekly report of activities carried out.
	+ Perform any other duties as may be assigned.

# Procurement Duties:

* + Raise requisitions and purchase orders on behalf of the organization and ensure that purchasing is carried out in accordance with the organization's policy and guidelines
	+ Check validity of requests to purchase and resolve or refer non-compliant requests as appropriate, investigate queries and discrepancies with requisitions, receipts orders and invoices escalating as required
	+ Issue and track software licenses against purchases ensuring that accurate records are kept
	+ Check that deliveries have been made, raise goods receive notes and process returns to vendors
	+ Ensure all orders are charged back at correct values and quantities, making any required amendments
	+ Pre-qualify some cooperate vendors for procurement.
	+ Support procurement and supply chain management of goods and suppliers to supported facilities and the project.

# [Aug 10th, 2015- Aug 31st, 2015] Center for Integrated Health Program Abuja-FCT Position: Data Entry Clerk

**Duties and Responsibilities:**

* + To input the data sets into the TB ICT data base.
	+ To run validation checks weekly on imputed data to ensure accuracy and correct entry.
	+ To keep log of errors encountered during data entry
	+ Transcribe the questionnaires into a standard template.
	+ Maintain office files, either in hard or digitally, maintain client information files, and labelling and filing customer records for ease of access
	+ Provide general administrative support throughout the office, this can include making copies, scanning documents, and assisting with scheduling rooms for meetings with clients

# [March 6th, 2015-Dec 31st 2016 - Civil Society for Family Planning (Cisfp) (John Templeton International & Pathfinders International Funded Project

**Ensuring availability of 3 Reproductive Health (RH) lifesaving commodity in Nigeria.**

# Post Held: Program /Administrative Officer Duties and Responsibilities

* + - Plan and oversee CISFP’s administrative support system and coordinate HR financial matters. Prepare and manage CISFP’s work plan.
* Participate in operational planning and draft progress reports. Coordinate HR and contract issues, draft position descriptions and initiate recruitment procedures.
* Provide advice on donor’s policies and rules to the National coordinator and draft correspondence on administrative, HR, and Financial issues.
* Provide briefing and guidance to CISFP staff on work procedures and regulations.
* Supervise the administrative work of the office assistant, interns, securities, and other general departments.
* Coordinate office management maintenance, and security issues, identify problems and propose solution.
* Oversee logistics, contact with vendors, payment and procurement of goods and services.
* Support the senior staff of the CISFP office by acting as a back-up during times of overflow and by providing support to their activities and assisting them in the coverage of relevant meetings in and outside the state.
* Follow development in selected health – related areas and attend, presentation reports of the meetings.
* Train existing and newly recruitment staff of CISFP.
* Review and analyses incoming correspondence and other information, identify problems, advise National Coordinator on actions to be taken and ensure follow-up. Prepare replies to correspondence and requests for information.
* 70% travel will be done during these periods to regional state offices.
* Other duties will be made know to you as needed.

# May 6th, 2013-Dec 31st, 2014] Marie Stopes International Abuja-FCT Position: Procurement Assistant

**Duties and Responsibilities**

* + Sourcing and procurement of items in accordance with MSI's procurement policy, the donor's procurement rules and internationally recognized best practices
	+ Ensure that any item purchased fits the requirement of the user, is of a suitable quality standard, and represents best value for money to MSN.
	+ Ensure that stock is kept in a suitable climate / environment and that damage or expired stocks are kept to a minimum.
	+ Checking and raising suppliers' invoices in line with the guidelines set by the finance department and in line with the procurement processes.
	+ Ensure that all documentation is filled in the appropriate filing systems.
	+ Check purchase orders for accuracy, completeness and clarity, verify that product information, shipping information, cost and delivery dates are all correct before obtaining authorization to place an order
	+ Prepare cost analysis
	+ Conduct market research to identify pricing trends
	+ Research potential vendors
	+ Maintain updated records of invoices and contracts
	+ Follow up with suppliers, as needed, to confirm or change orders.
	+ Support finance with queries where required.

# May 2012- Apr 2013] Marie Stopes International Abuja-FCT Position: Admin /Operations Department

**Duties and Responsibilities**

* + Work with vendor to schedule shipping and delivery times, be present to receive any orders, and verify that the correct items and amounts have been delivered
	+ Verify current inventory levels and keep records to prevent inventory gaps, note when inventory is low, and it is time to order new products
	+ Liaise with warehouse staff to ensure all products arrive in good condition
	+ Aid the store manager in his day-to-day tasks
	+ Greet and welcome customers to the store in a pleasant manner
	+ Assist store staff in displaying products in an easy to locate manner
	+ Assist and help customer in locating their items of purchase
	+ Inspect items and products for any breakages or damages
	+ Assist stores staff in managing inventory controls
	+ Maintain the store area neat and clean and sanitized
	+ Handle safely and delicately the items and products in a store
	+ Cartwheel and haul customer's purchases up to the exit point
	+ Implement best standards in providing customer services in a store setting

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| **INFORMATION TECHNOLOGY PROFICIENCY*** Proficient Microsoft Word,
* Excel, Outlook, & PowerPoint.
* SharePoint and DocuSign software
* Reqlogic software
* SPSS
* Enterprises Resources Planning(ERP soft wares)
* Email and Internet (daily use).
 |  |
| **SKILLS** |  |

* + Applaudable customer care relations
	+ Good understanding of supply chain procedures and logistics management
	+ Assets Management and Inventory skills
	+ Knowledge of Human Resources processes, policies, and procedures
	+ Office Close out skills
	+ Communication Skills
	+ Attention to details.
	+ Staff welfare knowledge
	+ Interpersonal skills
	+ Flexibility
	+ Event planner and conferencing management
	+ Catering and hotel management
	+ Conflict Resolution skills
	+ Budgeting Skills
	+ Guest satisfaction skills
	+ Inventory control skills
	+ Project Management Skills
	+ Knowledge of administrative & Operations policy and practices
	+ Knowledge of procurement Policy, procedures, and practices
	+ Good time management and organizational skills
	+ Ability to use proper approach with staff and clients.
	+ Understanding of unique issues encountered
	+ Organized (people and task oriented) and possess strong written, oral and interpersonal communication
	+ Effective report writing skills
	+ Effective team building and management skills
	+ Project close out skills

# EDUCATION:

* **2024 {On -Going }MBA - Masters In Business Management**

**Nexford University**

* **2021- National Open University of Nigeria**
* PGD in Peace Studies and Conflict Resolution

# [2006-2012] University of Calabar

 BSc. Marketing

# [1996-2001] Adebola Baptist High School Lagos State

 Senior Secondary School Certificate

# [1989-1994] Odolowu Primary School, Lagos State

First School Leaving Certificate

# QUALIFICATION AND CERTIFICATIONS:

* + **[December 2020] Population Services International Nigeria(PSIN) -Global Health E-Learning Center Certificate of Course Completion and Achievement.**
* Protecting Life in Global Health Assistance and Statutory Abortions Restrictions (3rd December 2020)
* PSI’s Code of Business Ethics and Conduct Training (16th December 2020)
* International Federation of Red Cross and Red Crescent Societies Stay Safe Manager Course. (21st December 2020).

# [2019-2020] Creative Associates Int. (CreativeU Lifelong for People in Development). Certificates of Achievement

* Safe Surfing-October 26th 2020
* Developing an Interpersonal Communications Strategy
* Handling Stress
* Reqlogic
* Creative Sensitive Information
* Delegation
* Fundamentals of Grants Management

Building Win-Win Relationships with Your Team

* Heat-Personal Safety
	+ Field Office Inventory Management
* Procurement Solicitation
* Procurement Thresholds
* Opening Creative Field Offices

Field Administration/Closing field offices

* Fraud Awareness
* Procurement Preparation and Planning
* Procurement Evaluation
* Ethics & Professional Conduct in the Field
* Award Management
* Procurement Process

# February – [2025] Alison Empower Yourself

# Certificate of Achievement

Effective Practices for Sourcing, Purchasing and Procurement

# September –[2022 ] Piston & Fusion.

**Certificate of Achievement**

Procurement and Contract Management

# April-2019] Piston & Fusion.

* **Certificate of Achievement**
* Procurement, Logistics and Supply Chain Management

# [Sept-2015] Civil Society for Family Planning in Nigeria Certificate of Achievement

* Policy Advocacy

# [May 2015] Champions for Change Capacity Building)

* Reproductive Maternal Newborn and Child Health Leadership &Advocacy in Organizational Effectiveness

# [August 2015] Champions for Change (C4C).

* Reproductive Maternal Newborn and child Health Leadership and Advocacy in (Advocacy Planning Budgetary**)**

# [April 2016] RichBen & Henry Consulting (Strengthening Organizational

* Productivity & Capacity through Effective Training & Coaching). Certificate on the use of EPI Info Statistical Packages SPSS for Database Development.
* **National Business & Technical Examination** Board (NABTEB- FOOD PREPARATION).
* **National Business & Technical Examination Board** (NABTEB FOOD & SERVICES).

# [Sept.2012] Diploma in Catering and Hotel Management

* **[December 2020] Population Services International Nigeria(PSIN) -Global Health E-Learning Center**

**REFERENCES:**

 **Given Upon Request**

 UDUAK JOY OKON

 House L20 Miss Amal Pepple Housing Estate,

 Lugbe, Kiyami District Off Goza Airport Road.

 F. CT -Abuja Nigeria.

 18th February 2025.

The Human Resources Manager,

Marie Stopes International (MSI)

F.C.T Abuja

Nigeria.

**APPLICATION FOR THE POSITION OF HUMAN RESOURCES OFFICER-ABUJA**

Dear Hiring Manager,

I am applying for the Human Resources officer position you advertised. My experience and skills tell me that an effective Human Resources Officer must fill many positions.

 To be an effective HR Officer requires communication skills, knowledge experience and a well-rounded education, and very meticulous individual. I meet all these requirements and I know that I would be an asset to have on board at Marie stopes Nigeria and to support the team and project at large The following is a summary of my skills and experience which can be found in further detail along with many other skills on my attached resume: i have experience in labor relations,laws and employee morale inclusive of staff welfare.

* Onboarding/orientation of new project hires.
* Employee benefits enrolment and ensure all inquiries and challenges faced by employees regarding their insurance are handled.
* Coordinate the performance evaluation process.
* Provide information and advice to project staff regarding HR policies and procedures.
* Responsible for coordinating staff training and establishing staff development plans based on staff appraisals and evaluations.
* Receives and logs various grievances or complaints from employees; consults with senior team, management, and legal counsel regarding difficult cases and provides recommended solutions before forwarding complaints to management for review.•I have vast experience with record keeping and detailed reporting.
* Perform difficult staffing duties, including dealing with understaffing, refereeing disputes, firing employees, and administrating disciplinary procedures
* Maintain personnel records – health insurance, pension, leave, etc, and ensure the relevant HR database is up to date, accurate, and complies with relevant legislation.I am skilled in all aspects of human resources and serving both employees and employers.I have experience in using research to craft policy.

Human resources work requires not only being personable and communicating well, but it also the understanding of legalities, contracts, and many more aspects of working with employees. My analytical skills and ability to relate to employees make me an excellent candidate for the position with Marie Stopes International. It would be beneficial to us both to meet to discuss this position. You can reach me at (+234) 08038518700 or email at uduakjoymichaels@gmail.com

Thanking you in anticipation.

Sincerely,

Uduak Joy Okon