

Susan Olabisi Ariran

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Personal Statement

Susan Ariran is a goal driven and result oriented person, with special interest in Human Resources, economic and societal development, and humanitarian actions.

She seeks a space where her education, qualifications, and acquired skills can be utilised to their best; to improve the organisation's overall performance, and contribute to achieving sustainable development in the world, especially the Global South.

Key Skills

- Research
 - Microsoft office proficient.
 - Recruitment and selection.
 - Virtual assessment and interview process.
 - Organizing virtual learning and development programs.
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Educational Background & Certifications;

- **National Youth Service Corps (NYSC)** **November 2019 - October 2020**
 - **Redeemer's University, Ede Osun State** **2016- 2019**
B.A. History & International Studies (2nd Class Upper Honours. Graduated top 5 of my class with a 4.31 / 5.0 CGPA)
 - **Abuja International Academy (AIA), Abuja, Nigeria.** **2006 –2012**
Senior Secondary Certificate Examination (SSCE)
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Employment History

People Management Officer (Internship)

FBNQuest Merchant Bank, Lagos State – Nigeria.

(April 2021– April 2022)

Accomplishments

- Drafted an Internship Policy for the organisation.
- Designed a productivity tracking for interns in the business.
- Drafted an innovative plan to improve the department's processes.

Responsibilities

Recruitment and Training:

- Executed onboarding plans across the organisation.
- Provided support for training administration (virtual and physical).
- Managed organisation's careers website.
- Ensured frequent update of training completion rates/reports.

- Recruited and provided administrative support for recruitment functions.
- Coordinated interview processes and managed the collation of feedback forms from panelists.
- Managed the scheduling of interviews, assessments, and communications to applicants through out the recruitment process.
- Assisted with related coordination and logistics involved during new hire onboarding.
- Provided administrative support for training functions.
- Supported on filling and documentations of ITF, NHF and Pension remittances.

People Management Operations & Business Partnering:

- Attended to employees' questions and complaints.
- Provided previous employer references, and written references in conveying information about current and ex-employees.
- Assisted in budget creation processes.
- Created statutory remittances documentation, payments, claims and other correspondences.
- Assisted with employee record updates and leave management updates.
- Assisted with employee's HMO registration, communication of health plan services and refund claims.
- Processed vendors/external consultants' invoice/billing payment.
- General filling and documentation of regulatory/statutory payments.
- Supported in confirmation process by initiating, tracking, and following up on pre-confirmation deliverables and targets.
- Conducted pre-confirmation background check on employees.
- Coordinated the confirmation appraisal process.
- Assisted with the administration of performance management process, reviews, and initiatives.
- Monitored, reviewed, and renewed Service Level Agreements and NDAs with vendors.
- Drafted Service Level Agreements and Non-Disclosure Agreements where applicable.

Talent Management and Organisational Development Assistant (NYSC Internship) Transport Services Limited, Lagos State - Nigeria.

(August 2020 – December 2020)

Accomplishments:

- Successfully led recruitment projects.
- Designed an onboarding process for interns in the organisation.
- Developed bespoke assessment questions for applicants.
- Closed out on over 30 roles in Lagos, Cross-River (Calabar), Niger, Ogun, Enugu and Rivers (Port Harcourt) states by sourcing for qualified candidates within my first 4 months.
- Created job descriptions for new roles and created job adverts for new and existing positions.
- Assisted in leading, coordinating, and organising recruitment campaigns.

- Created pools of over 3,000 applicants in total.
- Created a pipeline of 89 qualified candidates for an entry level role in 2 weeks.
- Created a pipeline of 49 qualified candidates for a Finance entry level role in 2 weeks.
- Charted a relaunching plan and designed a visibility plan for the organisation's book club and provided 80% of required books for the Organisational Development team.
- Completed a Time Management course on Alison and scored a 100% in the assessment.
- Completed a Recruitment course on Cousera.
- Successfully organised and coordinated online assessments for numerous OND, entry level and managerial candidates.
- Successfully organised and coordinated the virtual interviews of numerous candidates.
- Sourced for 18 previously unavailable reading materials for the organisation's academy and book club in 2 days and made them available for free, thereby, saving cost to the organisation.
- Drove the engagement of interns in the business by designing a training deck for interns and organising and coordinating book and article review sessions.

Responsibilities:

- Shortlisted candidates for recruitment based on budget and role requirement which included prescreening on the Applicant Tracking System as well as conducting phone interviews.
- Managed virtual assessment centres across the business.
- Developed pools of candidates by posting job adverts on job boards and social media platforms.
- Assisted the Talent & Learning Advisor by managing training processes from start to completion, and creating certificates of attendance for participants.
- Shared weekly reports on recruitment and training activities to measure impact and participation.
- Assisted in managing the onboarding process by following up on new hires, getting their welcome packs, tools and work stations ready, and solving problems they may encounter; to ensure their seamless adaptation into the organisation.
- Created and managed the recruitment calendar by engaging stakeholders and candidates for assessment centres and interviews.
- Organised virtual training and learning activities for all staff in the business.

Customer Service Intern, WaraCake, Lagos State - Nigeria.

(July 2018 – September 2018)

- Attended to clients' complaints, enquires and requests, and provided innovative solutions.
- Handled clients' orders and processed them.
- Ensured effective communication between clients and organisation.
- Ensured the procurement of necessary materials and made logistical arrangements for their timely delivery.
- Ensured the delivery of standard products and performed quality check on products as required.
- Managed the organisation's social media accounts and blogs by creating unique content and improving media engagement by 85%.

Research Intern, Nigerian Institute of International Affairs, Lagos – Nigeria.

(June 2018 – July 2018)

- Contributed to research and development of content in response to policy documents, emerging areas of Nigeria's foreign policy and wider international affairs issues.
 - Supported other researchers in the process of research, and policy documentation as assigned.
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Volunteer Activities

Hearts for Humanity, (June 2020 - Present)

- Serving as the lead fund raiser and raised 99% of the funds for the team's outreach in July 2021.
- Serving as the Lead Project Executive and organising outreaches to Nigerian slums.

Administrative Assistant, Passion for Help (2018 – 2020)

- Served as an Administrative assistant ensuring continuous workflow.
- Performed numerous administrative tasks as necessary/as assigned.

Fund Raising Member, Students Welfare Scheme, Redeemer's University (2018 – 2019)

- Provided critical support towards the implementation of organization's policies.
- Provided logical and strategic advice on fund raising avenues and opportunities.
- Performed numerous administrative tasks as necessary/as assigned.

Project Executive, One Word Africa, (June 2017 -2018)

- Provided critical support in the formulation and implementation of organization's policies and strategic decisions.
 - Served on the board as adviser on fund raising avenues and opportunities.
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Trainings / Certifications

- New Horizons Computer Learning Centers, Certification in Microsoft Office Suite, 2016.
 - New Horizons Computer Learning Centers, Certification in Basic Project Management, 2019.
 - New Horizons Computer Learning Centers, in Certification in Basic Customer Relationship Management, 2019.
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Personal Data

Gender: Female

Languages: English: Professional Proficiency.

Yoruba: Native / Professional Proficiency.

French: Intermediate Level with Professional Proficiency in View.

References:

References are available upon request.