
PETER JOHN EDAGWHARE

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PROFESSIONAL SUMMARY

I am a results-driven Human Resource Management (HRM) professional with a unique blend of expertise in data analysis and digital marketing. With a strong foundation in HRM, I specialize in designing people-centric strategies that drive organizational growth, enhance employee engagement, and foster sustainable success.

SKILLS

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| • Digital and analytical thinking | • Proficiency in HR Tools |
| • HR/Administrative skills | • Presentation skills |
| • Leadership and strategic thinking | • Interpersonal and communication skill |
| • Microsoft Office Suite | • Business acumen |

WORK EXPERIENCES

Human Resource Associate, January 2025 till date.

Fedora Herald and Partners – Lagos (Remote).

Talent Acquisition and Recruitment

- Managed full-cycle recruitment, from sourcing to on-boarding, using ATS tools.
- Enhanced employer branding and implemented strategies to attract top talent.

Employee Relations and Engagement

- Resolved workplace conflicts and fostered a positive work environment.
- Designed employee engagement programs and conducted exit interviews to improve retention.

HR Compliance and Policy Management

- Ensured compliance with labor laws and updated HR policies to meet legal standards.
- Conducted audits and risk assessments to minimize HR-related liabilities.

Restaurant Manager, May 2022 – December, 2024

Chicken Republic (Food Concepts Plc.) – Lafia, Nasarawa State.

Operations, Sales & Team Management:

- Implemented continuous improvements to enhance service quality and team performance, ensuring long-term business sustainability.
- Cultivated a positive atmosphere, going above and beyond to ensure exceptional food and service for each customer.
- Coordinated Front of House and Back of House staff to execute events smoothly, maximizing guest satisfaction.
- Recruited, trained, and mentored high-performing team members to consistently deliver excellent customer care.

- Managed payroll and HR processes, including new hire and termination paperwork, ensuring smooth operations.
- Fostered a positive work environment through team-building initiatives, promoting collaboration and high morale.

Financial Management:

- Oversaw budgeting, financial planning, and forecasting, ensuring profitable margins while maintaining top-tier service quality.
- Created staff schedule that optimized coverage and minimized costs, meeting customer demand while staying within budget.
- Increased restaurant profits through improved marketing efforts, staff development, and up-selling initiatives to meet revenue targets.

Health, Safety & Compliance:

- Conducted regular health, safety, and sanitation evaluations, promptly addressing any violations to maintain compliance and a safe dining environment.
- Ensured adherence to food hygiene standards, conducting inspections and maintaining high cleanliness standards.
- Maintained a secure and sanitary restaurant environment, fostering a reputation for quality/safety.

Assistant Operations Manager, September 2021 – April 2022

Chicken Republic (Food Concepts Plc.) - Nyanya/Abuja, Nigeria,

Operational Support, Leadership and Team Management:

- Streamlined office processes to enhance operational efficiency and optimize workflow.
- Delegated tasks based on staff strengths, ensuring effective prioritization and improving overall productivity.
- Conducted regular team meetings to foster open communication, promoting a collaborative work environment and increasing employee morale.
- Increased staff productivity through comprehensive training programs, promoting continuous development.
- Led the recruitment, training, and on-boarding of administrative staff to strengthen the team.

Sales & Revenue:

- Monitored sales performance and adjusted strategies to meet business goals and drive growth.
- Enhanced customer service by implementing new procedures, improving customer satisfaction and loyalty.
- Handled customer complaints with professionalism, restoring trust and ensuring a positive brand image.
- Negotiated with vendors and service agencies to meet organizational needs and maintain strong supplier relationships.

HR/Admin Manager, November 2018 – May 2021

Eliko Hotel – Warri, Delta State, Nigeria.

Recruitment and Staffing

- Identify staff manning gap within the hotel and the need to replace them.
- Advertise job openings, screen candidates, conduct interviews, and handle the hiring process. Ensure smooth on-boarding for new employees.
- Develop and implement training programs, support employee growth, and ensure career advancement opportunities.
- Manage employee conflicts, foster a positive work environment, and maintain effective communication between employees and management.

Compensation and Benefits Management

- Oversee salary structures, manage employee benefits (health insurance, retirement plans), and ensure competitive compensation packages.

Compliance and Performance Management

- Ensure adherence to labor laws and company policies, conduct performance evaluations, and take disciplinary action when necessary.
- Implemented performance appraisal systems and provided coaching for improvement.

Admissions Officer, October 2015 – July 2018

Fortunate Group of Schools – Amassoma, Bayelsa State, Nigeria.

Admissions & Enrollment:

- Review and assess applications to determine student eligibility based on academic records, test scores, recommendations, and other criteria. Participated in the decision-making process for admissions.
- Processed applications and inquiries within strict timelines, ensuring adherence to school policies and procedures.
- Ensure the school meets its enrollment targets by managing offers, tracking acceptances, and encouraging admitted students to enroll.
- Scheduled interviews and assessment tests, supporting efficient enrollment operations.
- Responded to inquiries from prospective students and parents, providing detailed program information.

Recruitment, Training & Staff Development:

- Part of the recruitment committee (Vice Principal, Admission officer, IT director and School PRO) holding screening and interview sessions for new hires, on-boarding them and giving them school tour sessions.
- Conducted coaching sessions for teachers with low performance standard and ensuring a pass mark during teacher's evaluation program.

Student Monitoring & Support:

- Tracked student attendance and performance, intervening early in cases of concern to support academic success.

EDUCATION/TRAINING SUMMARY

Bachelor of Science: Business Administration (Management), July 2018
Niger Delta University – Wilberforce Island, Bayelsa State, Nigeria.

Senior School Certificate: SSCE
Command Day Secondary School, Maxwell Khobe Cantonment, Jos, Plateau State.

Certificate in Digital Marketing, April 2022
Foundation for Partnership Initiatives in the Niger Delta and Olotu Square – Warri, Delta State.

Certificate in Frontend Web Development, January 2022
Delta State Youth Empowerment, Ministry of Science & Technology, Asaba, Delta State

HOBBIES AND INTEREST

- Traveling
- Cooking
- Surfing the Internet

LANGUAGES SPOKEN

- English (Fluent)
- Hausa (Intermediate)

REFERENCES

Available on upon request.