



# TAIWO OYEFUNKE INYANG

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\*Performance Management \*HR Strategy  
\*HRIS \*Talent Supply \*Job Analysis & Evaluation \*Onboarding; \*Benefits & Compensation, Payroll Management;  
\*Employee Relations; \*Talent Mgt. \*HR Metrics.  
  
Oral & Written Communication \*Coaching & Mentoring \*Organizational Skills \*Analytical Thinking \*Interpersonal Skills \*Emotional Intelligence.....

## WORK EXPERIENCE

✓ **September 2021 - Till Date** **UNITY HILL CHAPEL, IKOYI, LAGOS.**

Faith Based Organization/NGO

**Position:** *Head, HR & Chief Administrator. Reporting to the Senior Pastor & Board of Trustees*

### Achievement and Functions

- Developed the Employee Handbook; initiated quarterly Performance Management Established and improved various HR and Administrative Processes e.g. Recruitment & Selection, Vendors payment, Database Management, events management etc.
- ❖ **HR Business Partnering**
  - I advise on HR implications of the Organization's Strategy and align the HR/Admin strategy and functions with the business requirements.
- ❖ **Recruitment and Selection.**
- ❖ Deployed modern staffing strategies to recruit high quality employees for all positions ensuring hiring budget and time to fill not exceeded. Coordinate interviews, competency-based selection/shortlists, recommend salaries; give employment contracts, prepare regret letters.
- ❖ **Onboarding of new staff:** Coordinate General and Functional Onboarding; deploy probation KPIs and ensure confirmation appraisals and confirmation of appointment.
- ❖ **Compensation and Benefits:**
  - Monthly payroll preparation (entrants, exits, allowances, deductions etc.); ensure compliance with statutory contributions and deductions etc.
- ❖ **Job Analysis** – Analyze all jobs and update or develop Job Descriptions.
- ❖ **Update and develop relevant HR & Admin policies and processes** in line with relevant labor laws to conform to global best practices.
  - Work with the Board/Leaders to review, develop and improve administrative systems.
- ❖ **Performance Management:** Initiate and support the periodical performance review of all staff. Ensure clear Objectives based on KPAs and KPIs for different job functions; thereby increasing role clarity.
- ❖ **Coordinate Learning and Development** – Initiate and support the training and development plan for all church staff and Church departments.
- ❖ **General Management** of the Church operations, Church Office and Staff - Administration, Communications, Finance, Media and Operations staff.
- ❖ **Scheduling and Execution**
  - Plan, schedule and promote church activities and events. Manage Church Calendar.
  - Develop and monitor enforcement of church administrative budget.
  - Manage Church Calendar. Manage Schedule of Officiating Ministers
  - Schedule and manage weekly operational meeting.
  - Lead inter-departmental efforts to ensure smooth execution of all services and programs.
  - Develop and support churches programs to enhance its image and position within its sphere of operations and the public.
- ❖ **Communications and Publications.**
  - Manage execution of church communication strategy.
  - Articulate and disseminate church's brand, desired position and assure consistency in all internal and external communications.
  - Responsible for all church's print and electronic material such as letterhead, use of logo.
  - Responsible for editorial direction, design, production and of all UHCs publications
- ❖ **Budgets & Payments Management; Procurement & Facility Management.**
- ❖ **Vendor and Internal Relationship Management.**
  - Develop and build relationship with the church appointed agencies and vendors.
  - Provide advisory services to all church departments on communications, public relations, and management of special events.

## ✓ Consulting Experience

**Tech Start Up, Investment/Stockbroking firm** – Set up and ensure continuity of the HR Department and People Operations processes and activities.

Over 70-year-old Company involved in the sales and distribution of leading global FMCG brands, in 10 Countries and several markets in the Middle East and Africa. Nigeria Operations – **Nov. 2015**  
HQ-Lagos; 9 Locations (Edo, Ogun, HQ in Lagos. Staff in Delta, Rivers, Kano, Delta States.

**Staff Strength: 350**

**Position:** *Human Resources Manager, Nigeria; Reporting to the Country Mgr. & Head HR, WA*

In this role, I advise on HR matters as part of the management team and coordinate all HR functions with two HR generalists; implementing HR policies and programs to support about 350 employees. I perform an advisory role for the **Administrative and Security functions.**

**Achievements and Functions.**

- Best RD HR Manager for all P&G Distributors in Nigeria for FY 2018/2019.
- Achieved a 50% reduction in Attrition Rate within 10 months, with the Management Support
- Successfully conducted Job Evaluation of all TM Nigeria jobs using the KornFerry|Hay Evaluation method to establish Job Levels and Transmed Job Grading system.
- Achieved Saturday Shifts for Support Functions without affecting job efficiency.
- Part of Management Team that concluded the takeover of the Alma (P&G) business by Transmed Nigeria. Managed Transfer of Employment; Expectations; Culture Difference etc.
- ❖ **HR Strategy & Business Partnering** – Align HR strategy & functions with the Business Strategy to ensure achievement of organization goals and objectives.
- ❖
  - I advised on HR implications of Business Strategy and aligned HR functions with business requirements (e.g. Attrition reduction, work-life balance initiatives etc.)
  - I maintained the HR quality systems with continuous improvement methodologies with specific focus on growth, cost reduction and process improvement.
- ❖ **Recruitment and Selection.**
  - Deployed modern staffing strategies to recruit high quality employees for all positions ensuring hiring budget not exceeded and time to fill 15 days average for most positions. Coordinate interviews, competency-based selection/shortlists, recommend salaries; give employment contracts, prepare regret letters/emails.
- ❖ **Onboarding of new staff:** Coordinate General and Functional Onboarding; deploy probation KPIs and ensuring confirmation appraisals and confirmation of appointment.
- ❖ **Staff Exits:** Exit Procedures in line with policy and employment law; Analyze Attrition and develop action plans behind exit survey.
- ❖ **Staff Attendance:** Time & Attendance Machine; ensure staff enrolment; analyze attendance reports, develop action plan behind reports and effect sanctions where applicable etc.
- ❖ **Compensation and Benefits:**
  - Monthly payroll preparation (entrants, exits, allowances, deductions, sanctions etc.); Leave and time off coordination and documentation (Leave forms, leave tracker), Health Insurance, Life Insurance, Contributory Pension deductions & registration of entrants, NHF, Employee Compensation remittances for NSITF; Salary Surveys, Rewards & Recognition
- ❖ **Adopted Taleo Human Resources software** for Recruitment & **Taleo Fusion** for PMS.
- ❖ **Job Analysis** – Carry out job analysis for all jobs, then update or develop Job Descriptions.
- ❖ **Update and develop relevant policies and HR processes** in line with relevant labor laws (Employee Handbook, Disciplinary policy, Reward & Recognition system) to conform with global best practices for greater employee retention.
- ❖ **Performance Management:** Customized and deployed Transmed PMS; ensure clear Objectives based on KPAs and KPIs for different job functions; thereby increasing role clarity and performance improvement.
- ❖ **Talent Management & Succession Planning;** In conjunction with Functional Managers
  - Identification and classification of employees into the different talent categories (TM 9 Box Grid) and periodic talent review sessions to help identify requirements for development.
  - Redesigned the existing organizational chart highlighting opportunities, to improve career progression and enact a clear succession plan initiative to promote exceptional Performance hard work and ingenuity.
- ❖ **Ensure regular measurement of relevant HR Metrics** to assess HR & Business performance (Attrition, Sales Vs Payroll Costs, Payroll Expenses; Collate and submit monthly HR Reports: Country Organogram, Headcount, Payroll Costs etc.
- ❖ **Coordinate Learning and Development** – Develop yearly training calendar, ensure execution, and assess training effectiveness via feedback analysis and on the job assessments after training.
- ❖ **Employee Relations**

- Handled employee terminations, grievance and other complex situations in a sensitive, fair and respectful manner,
- Set disciplinary panel with heads of department to investigate sensitive employee related matters to enable fair hearing; ensure compliance with fair disciplinary policies.
- Maintained a cordial relationship between the employer and employee through open communication system.

✓ **January 2014 – November 2015 ALMA STORES LIMITED.**

20-year-old FMCG Distribution Company (P&G, FRIESLANDCampinaWAMCO, PERNOD RICHARD, GUINNESS)  
HQ at Isolo 8 Locations in Lagos. **Staff Strength: 300**

**Position:** *Human Resources Manager. Reporting to the Managing Director.*

- Responsible for all **Human Resources, Administrative and Company Security functions.**

**Achievements**

- ❖ Part of Management Team that concluded the takeover of the Alma (P&G) business by Transmed Nigeria. Managed Transfer of Employment; Expectations; Culture Difference etc Brought stability and focus to the HR Function.
- ❖ **HR Strategy & Business Partnering** – Align HR strategy & functions with the Business Strategy to ensure achievement of organization goals and objectives.
- ❖ **Job Analysis;** Updated/Developed Job Descriptions; Developed KPAs & KPIs for different job functions thereby increasing role clarity and performance improvement.
- ❖ **Introduced Performance Management System** with regular reviews and appraisals and ensured continuity: Development of Organizational, Functional and Individual Action Plans to ensure proper performance tracking. Developed, implemented and coached managers on a competency-based performance management system including monthly performance scorecard and disciplinary procedures strictly based on KPAs & KPIs, thereby increasing role clarity and performance improvement. ensured
- ❖ During a 3-month, **work-based internship with P&G**, developed PMS Toolkit for all P&G RD Organizations in Nigeria and jointly developed Corporate Competencies.
- ❖ Introduced the **competency matrix** and the capability assessment and development concept.
- ❖ **Recruitment & Selection:** Introduced modern staffing strategies (competency-based recruitment, analysis of more efficient recruitment sources, recruitment target, recruitment profile) to recruit high quality employees for all positions whilst reducing hiring budget and turnaround time by 50% and 10 days respectively.
- ❖ Established Right Profile and reviewed Recruitment Sources and Target leading to 30% success: Checked sources for current high performers, explored new sources. Data Analysis on OND vs HND vs BSC to establish the right profile.
- ❖ Reviewed the employment contract/letter to ensure compliance with Labor Laws and conformity with global best practices.
- ❖ Updated relevant policies and HR processes; Ensured updated staff database, records & files
- ❖ **HRIS:** Adopted Remita HR & payment platform (for staff database and salary payment)
- ❖ Ensured regular measurement of relevant **HR Metrics** to assess HR and business performance.

✓ **May – October 2012 HEALTHPLUS LIMITED.**

29-year-old Integrative Retail Pharmacy Organization.

HQ at Lekki 17 Branches in Abuja, Onitsha, Lagos.

**Staff Strength: 170**

**Position:** *Head, Human Resources and Administration. Reporting to the MD.*

- Responsible for all **Human Resources and Administrative Functions:**

**Achievements**

- Outstanding confirmation of appointments done; Staff Database: updated staff files and records.
- Policy formulation and recommendations for Staff Handbook,
- Developed KPIs for different units and job functions for the Performance Management System.

✓ **February 2008 – Feb 2012 PANAFRICAN CAPITAL PLC (FORMERLY SPRING CAPITAL MARKETS PLC.)**

27-year-old Investment Banking Organization with core competence in Securities Trading, Asset Management, Corporate Finance, Private Equity etc.

HQ in Lagos Branches in Abuja, Port Harcourt and Onitsha.

**Staff Strength: 100**

**Position:** *Head, Human Capital Management/General Services. Reporting to the GM, Legal & Corporate Services.*

- Responsible for all **Human Resources and Administrative Functions:**

- Ensured achievement of organizational objectives through relevant HR Strategy formulation for all relevant HR areas (e.g. Performance Management, Rewards & Recognition etc.)
- To ensure & Placement; Induction/Orientation.
- Performance Management.
- Policy Formulation (Review, formulation, communication and enforcement of Company Policies, Core Values etc.)
- Employee Relations & Staff Discipline.
- Staff Welfare; Staff Motivation & Retention Strategies.
- Staff Records, Database, Statistics and filing system.
- Training & Development, Career Management etc.
- Compensation & Reward; Salary and Benefits Administration etc.
- General Administration and Facilities Management; Maintenance and Repairs, Insurance of Assets, Supervision of Drivers, Purchases & Supplies, Liaison with Govt. officials etc.

**Achievements include:**

- Job Analysis: Updating/Compilation of Job Descriptions for all job functions (with Key Performance Indicators (KPIs))
- Redesigning and Coordination of the Performance Management System
- Policy Review & Formulation; Employee Handbook etc
- Salary Survey and modification of the Grade Level Structure
- Restructuring of the Human Resources & General Services Unit
- Review, compilation and implementation of the HR & General Services Processes
- Ensure updated and accurate Staff Database and records etc.
- **HRIS** - HumanManager from Systems Specs: Led the unit in the conversion of manual data for the Leave, payroll, Pension and Training Modules.
- Ensures functional and responsive General Services/Admin unit.

✓ **May 2006 to January 2008 IMPERIAL TELECOMMUNICATIONS LTD.**

10-year-old Telecommunications Company, now a Private Telephone Operator offering a Broadband Wireless Digital Access Internet Service with voice and fax simultaneously.

HQ in Lagos **Position: Head, Human Resources & General Services** **Staff Strength: 60**

- Responsible for all **Human Resources and Administrative Functions**
- **Achievements include:**

- Setting up of the Human Resources Unit.
- Restructuring of the Admin/General Services Unit and Functions.
- Creation of the employee Handbook.
- Formulation/Compilation of HR and Admin/General Services Processes.
- Recruitment and Selection.
- Staff Induction/Orientation, Confirmation of Appointment etc.
- Personnel Administration: Staff Files, Staff Database, Staff Absence Analysis,
- Job Analysis and Compilation of Job Descriptions for all job functions.
- Compilation of the Imperial Telecomms Inventory of all company assets.

✓ **December 2003 to August 2005 WECO SYSTEMS INT'L LIMITED, LAGOS**

22-year-old Systems Integration Company offering Networks Installation and Management; e-Security; Wireless and Transmission Systems; Enterprise Systems; Systems Support; Hardware  
HQ in Lagos; Branches in Abuja, Port Harcourt and Warri. **Staff strength: 80**

**Position: Head, Human Resources**

- Manage Careers; Staff training & development
- Manpower planning/Succession Planning (Ensure right quantity, quality and readiness of staff especially for strategic positions).
- Policy Formulation (Review, Formulation, Communication etc.)
- Business Process Co-ordination (Served as Committee Chairman to analyse and document company processes.)|| Personnel Administration
- Performance Management (Job Descriptions, Coordinate PMS etc.)
- Recruitment & Selection
- Reward and Compensation systems

✓ **June 2002 to November 2003 WECO SYSTEMS INT'L LIMITED, LAGOS**

**Position: Head, Career Development & Staff Administration**

- Manage Careers; Staff training & development
- Personnel Administration & Staff Salary Preparation.



- Staff Database, Staff Absence Analysis, Discipline & Grievance
- Enforcing Staff Handbook and Policies
- Assist in Performance Management, Recruitment & Selection

#### ✓ 2001 – June 2002 WECO SYSTEMS INT'L LIMITED, LAGOS

**Position:** *Head, Operations & Administration*

- Facilities & Asset Management | General Office Management | Personnel Administration

#### ✓ 1995 – 2001 WECO SYSTEMS INT'L LIMITED, LAGOS

**Position:** *Secretary/ Administration Officer*

- Office Administration, Inventory Management ||| Personnel Services
- Secretarial/Personal Assistant functions
  - Plan meetings, take minutes, Organize the MD's diary, schedules etc.
  - Filing and documentation.
  - Compose, type and attend to correspondences, mails, reports etc.

#### ✓ 1991 –1992 PPMC, Lagos a subsidiary of NNPC.

**Position:** *Safety & Pollution Control Officer (NYSC)*

- Enforcing Safety & Pollution Control measures
- Ensuring compliance of firefighting products with standards.

#### ✓ 1990 FABLON TEXTILES, LAGOS

**Position:** *Assistant Laboratory Officer (6 months Industrial Training)*

- Production of quality textiles (cotton, polyester, nylon); Combining Dyes and Pigments to give desired colours.

### SOME TRAINING PROGRAMS ATTENDED.

- |  |           |                                   |
|--|-----------|-----------------------------------|
| • Entrepreneurial Management Prog. I   | 2022      | Covenant Capital Business School  |
| • Emotional Intelligence   | 2021      | Nigerian German Centre            |
| • Digital Marketing Master Class   Graphics Design with Canva  | 2020      | Udemy/ Online                     |
| • Developing your Business Acumen    Guide to Fin Statements   | 2020      | Skillsoft -Precipio               |
| • Hay Group Job Evaluation Training Program  | 2017      | Held in Transmed Dubai Nov '17    |
| • Job Analysis Training – by Korn Ferry HayGroup   |           | Held in Transmed Dubai Nov '17    |
| • Recruitment Workshop – Transmed,   | Sept 2016 | Held in Transmed Ghana            |
| • 3-Month Work Based Internship, July –  | Sept 2015 | Held with P&G, HR, Lagos          |
| • Bullet Proof Manager Training Series   | 2012      | Crestcom (Trainers to the World)  |
| • Strategic Planning and Execution   | 2012      | Fate Foundation.                  |
| • Employment Law & Contract for HR Prof  | 2008      | I-Skill Ltd.                      |
| • Continuous & Measurable Process Improv.  | 2004      | Tom Associates                    |
| • Key Issues in the Management of HR   | 2004      | Lagos Business School             |
| • High Performance Team    Effective PMS   Corporate Culture & Motivation   Effective Customer Service | 2001      | Leadership Development Consulting |

### COMPUTER/DIGITAL SKILLS

- **Microsoft Office:** Excel; Word; Power Point; Visio; Outlook. || **Digital Marketing||Canva|| Google Docs & Forms.**
- **HRIS:** Taleo Recruitment & Taleo Fusion PMS; Remita & HumanManager from Systemspecs.

### PROFESSIONAL BODIES:

**Associate Member, CIPMN** **2011**  
**SPHri in view.**

### EDUCATION

Lagos State University, Lagos	MBA (Human Resources Management)	<b>2005</b>
Beta Computers Train. Centre, Lagos.	Certificate in Data Processing	<b>1994</b>
Federal University of Tech., Ondo	B. Tech – Industrial Chemistry (2.2)	<b>1991</b>
Command Secondary School, Lagos	West African School Certificate	<b>1985</b>
Surulere Baptist School, Lagos	First School Leaving Certificate	<b>1978</b>

### INTERESTS

- Music, Singing, Typing, Proofreading, Transcription, Reading

### PERSONAL INFORMATION

Date of Birth:	November 20, 1969
Nationality/State of Origin:	Nigerian / Osun State
Marital Status:	Married with two children.