

Ruky Juliet Toje

Talent Management & Development, Tech Recruitment, Business Process re-engineering & Product Management

Nigeria tojeruky@gmail.com

+234809 823 7937

[linkedin.com/in/rukya-toje-20139990](https://www.linkedin.com/in/rukya-toje-20139990)

PROFILE

A certified Strategic Workforce planner with over 8 years of working experience in executing business process re-engineering, delivering tactical Talent Management & Development, Product Management and Culture Transformation initiatives. Skilled at accomplishing global in-house and agency-based recruitment within the UK, US, and Africa through the development and implementation of technical, non-technical and leadership recruitment campaigns that attract top tier talent. I am multi-faceted as I possess experience in carrying out project management in partnership with international organizations such as USAID, Manitoba Hydro, AfDB, TATA, and highly skilled at developing employer branding strategies, SOPs to achieve excellent candidate experience, and proficient in conducting global research to develop compensation and benefits package that increase talent attraction and retention.

Expertise includes: Process Improvement; Research and development; Recruitment Strategy; Executive Search; 360 Recruitment; Human Resources; Talent Acquisition; Talent Management; Candidate Experience; Project & Product Management; High-Volume Resourcing; Agency Recruitment; Hiring Streamlining; Change Management & Cultural Transformation; Diversity, Equity & Inclusion; Leadership Coaching; Learning & Development; Data Analytics; HRIS; Recruitment Metrics; Business Intelligence; and Social Media Recruitment

IT Skills: Workable; Greenhouse; BambooHR; Quip; Leapsome; Trello; Hubspot; Microsoft Office; Google Office Suite; and DocuSign.

Social Media Tools: Slack; Zoom; LinkedIn Recruiter; Stack Overflow; GitHub; Smartrecruiters; HRIS; and Revenue Cycle Management System (an internally built CRM tool for EKEDP).

CAREER EXPERIENCE

Eko Electricity Distribution Plc (EKEDC), Nigeria **Senior Manager, Talent Management and Development** **March 2018 – Present**

EKEDC is the leading Tech DisCo in Nigeria utilizing cutting edge technology such as GIS, SCADA, RCM, to deliver reliable, safe, and cost effective electricity services to individual, commercial and industrial business customers whilst displaying high responsibility towards the community and environment. I am currently the Manager for Talent Management and Development, leading a team of 8 talent acquisition and learning and development officers. I manage both Recruitment and Learning and Development processes whilst acting as a Product Manager for EKEDP's functional/departmental process automation mission.

- Manage the development and implementation of talent management programs and processes that grow organizational capability through employee engagement, performance management and employee, manager and leadership learning and development programs.
- Manage the Gender Equity and Mentorship Program in the Utility industry by USAID.
- Supervise the execution of EKEDP induction program of new hires and support the onboarding processes.
- Initiate, nurture and leverage strong relationships with HR business partners and business leaders in order to create strategies to achieve the Organizational strategic objectives of the company and their relative priority on matters related to talent management.
- Contribute and manage the Workforce succession planning, talent management and inclusion and belonging initiatives to drive employee engagement and performance.
- Manage our internally built LMS called "PULP" to meet the mandatory training requirements in alignment to NERC regulations, update the LMS to host compulsory training Leadership and Cyber security trainings and grow the overall provision of learning in EKEDP.

Wave Mobile Money **Senior Recruiter** **Nov 2021 – Aug 2022**

Wave is a mobile money product for African markets launched in 2016. Our mission is to build a cashless African continent, starting in Senegal, now in Cote D'Ivoire, Uganda and taking it one African country, after another. Engaged as a remote recruiter supporting the Engineering and Uganda market teams through talent acquisition to scale our business operations and continually improve our application software.

- Partnered with executives and stakeholders to develop strategies, make critical decisions, and drive creative approaches for recruiting top talent across different business functions ranging from Business Development, Software Engineers, Full stack developers, Growth, Distribution & Sales, Legal, Risk & Compliance, Product engineers, IT specialist, Field

- Stack Operations, Growth, Distribution & Sales, Legal, Risk & Compliance, Product Engineers, IT Specialist, Field Operations and Finance.
- Utilizing existing tools to source and discover creative ways to engage candidates.
- Worked closely with hiring managers and interviewing teams to create an exceptional candidate interview process and experience
- Recruited 28 customer experience officers in Uganda within one month of joining Wave. This increased customer resolution to 90%.

Johnson Sachdeva Global (JSG), UK Global Technical Recruiting Partner

Mar 2021 – Jun 2021

JSG is specialized in dedicated, on-demand, Search, Selection & Placement, within Future Thinking tech, digital media & marketing Companies in the US, the UK and around the GLOBE.

- Spearheaded the development of the full cycle recruitment processes for our tech startup clients in the US and UK.
- Anchored the JSG roundtable and/or clubhouse room discussions where I attracted both Technical and non-technical talent
- Closed a recruitment deal with 3 tech startup businesses seeking cost effective recruitment services.
- Conduct intake sessions with clients to create job descriptions and job adverts that attract qualified candidates.
- Prepared reports on the best-fit candidates and update the clients whilst ensuring complete transparency throughout the hiring process.

Eko Electricity Distribution Plc (EKEDC), Nigeria

Recruiter, Research and Development

Feb 2016 – March 2018

EKEDC is the leading Tech DisCo in Nigeria utilizing cutting edge technology such as GIS, SCADA, Revenue Cycle Management system, to deliver reliable, safe, and cost effective electricity services to individual, commercial and industrial business customers whilst displaying high responsibility towards the community and environment.

- Parachuted in as a Product Manager to develop EKEDC's bespoke HRIS application with the inhouse DevOps engineers and an internally built Learning Management System (LMS) called 'PULP' on Moodle with a focus on system gamification and UX to encourage self-led learning. This was also another cost containment initiative that I implemented.
- Tackled and solved problematic recruitment and talent acquisition processes by streamlining the recruitment lifecycle.
- Visualised recruitment metrics (Time to Hire, Shortlist to Select Ratios, Drop Ratios, Quality of Hires, Hiring Budget Expenditure, Onboarding Experience Quality) to improve business decision making.
- Unified business and functional leaders to rescope job descriptions, competency matrices and job grades for the Distribution Operations, Commercial, and Information Technology functions.
- Pivotal to launching EKEDC as a leading Tech DisCo via closing skill gaps in IT functions, and by leading a major talent acquisition programme to capture high-calibre Network, System and Security Engineers.
- Improved the use of BI insight to assess company-wide performance on People, Technology and Revenue KPIs.
- Expertly headhunted and captured tech talent with highly valuable development skills in MS SharePoint, NodeJs, ReactJs, AngularJs, React Native, Ruby/Ruby on Rails, Python Django, Python Flask, Android, iOS, Golang & Elix.
- Steered cultural changes via co-led projects with USAID, AfDB, ANED, TATA, Tetrattech & Manitoba Hydro Canada for the Nigerian Power sector.
- A major influencer within a 4-person team that successfully defined EKEDC's first Engineer EVP.
- Designed and executed a series of Talent Scouting events that uplifted applications by 142% in 2019.
- Sustained a 96% satisfactory hiring rate across all sourcing, resourcing and recruitment activities.
- Project manager for the Yaba Technical College Career Fair with the National Power Training Institute of Nigeria (NAPTIN) that created new jobs for the Utility Industry.
- Launched the first Graduate Hire Programme called "Eko Distribution Training Programme (EDTP)", secured stellar candidates for prospective mid-level engineering roles for the SCADA and GIS installation programme in Nigeria & West Africa.
- Project managed the Inclusion & Diversity rescope programme that improved workforce demography by 57%.
- Critical to the build-out of global interview and feedback templates that boosted candidate experience and facilitated a seamless transfer to remote-based interviews throughout the COVID-19 pandemic.
- Partnered with the CIO to develop a workforce skills matrix and map for the IT and Software Engineering team.
- Hired the first Software Developers for the company to develop a bespoke CRM tool 'Revenue Cycle Management System'.
- Headhunted and recruited executive-level roles, including the CTO, Head of R&D, AGM Data Protection Officer and Head of Organisational Development & Operations.
- Partnered with GM Corporate Communications to hire the first set of Digital Marketers, Content Marketers, Field & Event Marketing Officers to improve brand awareness and marketing strategies.
- A key contributor to the following projects; Sexual Harassment, Workplace Mental Health, Diversity, Inclusion & Equity and Global Mobility transformations SOP's.
- Winner of Outstanding Performance Award (2018), Most Creative Employee (2018) and Most Cost Savings Initiative (2020).

Fosad Consulting is a business support services firm with offerings in Engineering, Human Resource Management, Global Procurement, Corporate Travel, Training, Expatriate Services and Virtual Office. Fosad's proposition is based on a deep understanding of the drivers of high performing businesses and the required business solutions that support it.

- Introduced the use of Greenhouse and CATS Applicant Tracking System to improve candidate placement TAT.
- Recruited 3 top Sales Engineers in Lagos, Calabar and Port Harcourt that generated ~~₦~~3.7million in revenue.
- Recruited a French-fluent Nigerian for a high-profile Regional Sales Manager role for Dresser-Rand within the 4-week SLA.
- Integrated the use of Social Media (LinkedIn etc.) for headhunting and candidate search projects that improved candidate

quality for the Entertainment and Creative industry and was pivotal to the acquisition of new clients.

- Created incentivised job adverts, descriptions and offers, posted on external job boards, website and social accounts.
- Accelerated the recruitment lifecycle for Graduates for ARM Life Insurance, Mansard Insurance and OIS companies.
- Edited and reformatted candidate CV/Resume to optimise keywords and improve client-candidate matches.

EARLY CAREER & CONSULTING PROJECT

Kings College, Nigeria Business Studies Teacher (National Youth Service Corporation Program) *Dec 2012 – Sept 2013*

Unitop International Ltd, Nigeria Intern, *June 2010 – Sept 2011*

EDUCATION & CERTIFICATIONS

2022 Professional Scrum Master: PSM 1 (inview), [Scrum.org](https://www.scrum.org)

2022 Certified ISO 9001:2015 Quality Management System Internal Auditor, [Leitung Gate](#)

2020 Associate Member (ACIPM), [Chartered Institute of Personnel Management of Nigeria](#)

2019 Strategic Workforce Planning (SWP Certified), [Human Capital Institute](#)

2008 - 2012 BSc Economics & Development Studies 2:1, [Igbinedion University](#)

ADDITIONAL INFO

Languages: Fluent English and basic French

Nationality: Nigerian; Open to relocation, Remote Work and/or traveling

Interests: Keynote Speaker (NAPTIN, ANED, Speak with Daniel) across West Africa with talks including 'Becoming a Global Employee', 'African Utility Industry: Evolving People & Technology', and 'People: The Future of Work'.

