

Business Support Services | Regional HR Operations

Accomplished business support service professional in Human Resources with robust track record of driving strategic initiatives and operational excellence across international environments in the Oil and Gas services, Industrial Gases Technology and Banking Sector. Proven expertise in optimising HR processes, enhancing global employee engagement, and ensuring compliance with international regulations. Skilled in implementing performance management strategies, introducing cost-effective solutions, and cultivating a safe and productive workplace atmosphere. Adept at resolving labour issues, achieving high-performance benchmarks, and implementing standardised payroll systems that significantly enhance organisational efficiency. Recognised for visionary leadership and the ability to deliver impactful HR solutions that align with global business objectives and drive multinational success.

Areas of Expertise

- ◆ Team Leadership
- ◆ Strategic HR Planning & Analysis
- ◆ Change Management
- ◆ Staff On-/Off-boarding
- ◆ Talent Management
- ◆ Training & Development
- ◆ Budgeting & Forecasting
- ◆ Recruitment & Selection
- ◆ Benefits Administration
- ◆ Internal/SOX/Quality Control
- ◆ Payroll Management
- ◆ Business Process Optimisation

Professional Experience

National Oilwell Varco – South Africa
Regional HR & Payroll Specialist, Africa

2014 – 2024

Oversaw accurate payroll processing for +500 employees across various African business entities, adhering to strict deadlines. Ensured compliance with local labour laws and tax regulations, implementing necessary adjustments. Maintained relationships with third-party service providers to meet quality and contractual obligations. Conducted statutory and internal audits, driving compliance and identifying areas for improvement. Leveraged HRIS systems for data-driven decision-making and strategic planning. Collaborated with corporate and operational units, addressing business needs and challenges with cohesive processes. Tracked KPIs to drive operational excellence, prepared management reports, and led team development and training programs for continuous professional growth.

- Automated HR and payroll processes through new technology systems, enhancing accuracy and efficiency.
- Standardised HR procedures across African regions, implementing best practices and continuous improvement initiatives.
- Developed HR policies aligned with local and global company regulations, fostering a positive and inclusive workplace culture.
- Established new HR and payroll operations unit, enhancing employee engagement across West and Central Africa.
- Centralised employee compensation data for Africa region, reducing software costs by consolidating systems.
- Boosted regulatory compliance in African offices by 60% through strategic coordination with operations and legal units.
- Led project to centralise employee compensation data across Africa, cutting costs by eliminating need for multiple software.
- Enhanced employee retention by 40% by integrating management performance strategies.
- Reduced employee injuries by 41% through collaboration with health and safety units.
- Resolved union and labour disputes, increasing employee confidence and boosting operational targets by 35%.

Air Liquide West Africa Services, Ghana
Employee Relations Executive-West Africa

2011 – 2013

Centralised all aspects of employee data management within HRIS systems, overseeing job contracts, salary processing, and leave administration. Negotiated with unions and implemented internal regulations and collective agreements. Prepared statutory reports on employee taxes and pensions, managed responses to audit requests and administered social benefits including health insurance and retirement plans. Conducted salary market surveys and coordinated HR budget forecasts, monitoring expenditures and reconciliations. Coordinated recruitment processes from demand to onboarding, organised career meetings, and supported succession planning. Oversaw H&S and internal control management as well as managed travel arrangements, work permits, and visas.

- Engaged in social dialogue to foster cohesion and conducted biennial surveys to gauge employee satisfaction.
- Rolled out and managed training plans, tracked individual development plans, and ensured effective competency management.
- Introduced cluster payroll module, achieving 90% standardisation in employee compensation.
- Ensured timely payment of compensations and benefits, boosting confidence in HR Department.
- Credited for consistently meeting over 85% of key performance indicators in HR department on monthly basis.
- Implemented out-of-court settlements for legal cases, saving approximately 70% of budget.
- Rolled out standardised payroll module, achieving 90% effectiveness in employee compensation.

- Restored confidence in HR department with prompt and accurate employee payments.

Additional Experience

HR Operations Specialist – Guaranty Trust Bank Plc. – Ghana

Education

Master of Business Administration

University of the People – Pasadena, CA (2025)

Bachelor of Arts in Economics

University of Science & Technology (KNUST) – Ghana

Professional Training

BPM Business Management Performance – Havard Manage Mentor (2022)

Statutory Reporting in Central Africa – PWC (2020)

Local Content Reporting – Ghana Petroleum Commission (2019)

Payroll Management – KPMG (2018)

Health, Safety and Quality Controls – Air Liquide University (2012)

Human Resource Skills in Banking & Finance – National Banking College Ghana

Banking Operations – Guaranty Trust Bank

Culture Transformation – Westlake Consultants

Affiliations

Member – Payroll Org (Global Payroll Management Institute & APA, Washington DC)

Member – Software & Technology

Member – Africa Business Panel

Member – World Oil