

MOYOSOREOLUWA TOMI-BALOGUN

CONTACT

+234-813-204-2336

moyosoreoluwa.tb@gmail.com

Ring Road, Ibadan

EDUCATION

MBA;

Human Resource Management

University of Ibadan Business School

B. Arts;

English Literature

Obafemi Awolowo University

CERTIFICATIONS

- **Professional Diploma in Human Resource Management**, Chartered Institute of Personnel Management
- **Associate**, Chartered Institute of Personnel Management

PROFESSIONAL PROFILE

A Human capital management specialist with primary interests in research, people and business administration. I possess brilliant corporate values that facilitate business success through innovation, customer experience and team work.

SKILLS

- Data Entry
- Backend Support
- Zendesk
- Google Workspace
- MS Office
- Spreadsheet Management
- Calendly
- Payroll Administration

WORK EXPERIENCE

Research Assistant

College of Health Sciences, University of Abuja | 2020 - 2021

- Spearheaded quality control efforts, collaborating with managers to prepare, schedule, and monitor team members' performance, resulting in enhanced project outcomes.
- Provided insightful bi-weekly project reviews, offering strategic recommendations that contributed to project optimization and success.
- Orchestrated coordination of qualitative research under principal investigators, performing statistical, qualitative, and quantitative analyses.
- Championed a culture of improvement by actively seeking and proposing recommendations for process enhancements.

Administrator and Library Strategist

Ignite Africa Leadership Foundation, Lagos | 2018 - 2020

- Demonstrated exceptional organizational skills in managing day-to-day operations, ensuring streamlined processes, and elevating stakeholder engagement.
- Provided superior customer service by promptly responding to inquiries, emails, and phone calls, enhancing customer satisfaction.
- Orchestrated the organization of Ignite volunteers and book clubs across Lagos State, fostering community engagement and enriching learning experiences.
- Supervised membership registration and optimized inventory management, ensuring efficient backend operations.
- Collaborated with Business Development to expand the client base and consistently gathered customer feedback to drive service improvements.

ACCOMPLISHMENTS

- **Effective Leadership:** Successfully led the Ogun State Research team, attaining 100% team member satisfaction and an 85% satisfaction rate from supervisors.
- **Strategic Planning:** Orchestrated comprehensive planning and execution of Library programs, projects, and budgets, resulting in 100% completion and alignment with organizational objectives.
- **Engaging Communication:** Organized and presented at 50 Book Clubs and *Bookversations*, effectively connecting with audiences of up to 400 guests to share enriching ideas.
- **Partnerships:** Fostered impactful collaborations with 6 external partners, strengthening the library's capacity and leading to a remarkable 75% increase in client satisfaction.