

OMOTAYO AKANDE

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Thunder Bay Canada

WWW: [Bold Profile](#)

PROFESSIONAL SUMMARY

Dedicated HR personnel and an administrative assistant with 3 years of experience providing administrative support to senior executives and directors. Involved in all aspects of office operations, including scheduling, mailing and planning meetings. Strong planner and an analytical person who readily adapts to change, works independently, and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without comprising on quality.

SKILLS

- Communication & Organizational Skills
- Microsoft PowerPoints
- Microsoft Office Outlook
- Human Resources
- Leadership
- Soft Skills: Teamwork, Multitasking, and TimeManagement, Hiring and Retention
- Customer Service
- Microsoft Excel & Word Document
- Professionalism and Confidentiality
- Employment & Labor Law
- Problem Solving, Critical Thinking
- Administrative support

WORK HISTORY

Administrative Assistant | Whitesand First Nation - Thunder Bay, Ontario

04/2024 - 4/2025

Key Responsibilities:

- Delivered excellent customer service through prompt responses to client inquiries, addressing concerns effectively, and building strong relationships.
- Maintained confidentiality of sensitive information by adhering to strict privacy policies and implementing secure filing systems.
- Handle incoming and outgoing correspondence, including emails, phone calls, and mail.
- Coordinate and schedule meetings, appointments, and events for executives or team members.
- Process invoices, expense reports, purchase orders as well as assisting with record keeping.

Client Service Associates | Winners and Home Sense – Thunder Bay, 05/2022 - Current

Key Responsibilities:

- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.
- Managed returns, exchanges and refunds in accordance with store policy.
- Provided positive first impressions to welcome existing, new, and potential customers.
- Assisted team members, when necessary, in handling cash registers, organizing inventory room and labelling of products.

Administrative Assistant | Corporate Affairs Commission - Federal Capital Territory, Nigeria 08/2020 - 12/2021

Key Responsibilities:

- Maintained confidentiality of sensitive information by adhering to strict privacy policies and implementing secure filing systems.
- Answered multi-line phone system, route calls, delivering messages to staff and greeting visitors.
- Improved document organization with thorough file maintenance, archiving outdated records as necessary for efficient retrieval when needed.
- Scheduled office meetings and client appointments for staff teams.

Human Resources Assistant | Zenith Carex Limited - Federal Capital Territory, Abuja Nigeria 03/2018 - 04/2020

Key Responsibilities:

- Conduct workplace risk assessments, identify potential hazards, and implement control measures to minimize risks.
- Process employee payroll accurately and on time, ensuring compliance with company policies and labor laws.
- Support HR functions, including onboarding, performance review and facilitation of various training programs.
- Handle employee confidential payroll information securely, while collaborating with management to address payroll inquiries from employees and resolve discrepancies.

EDUCATION

Confederation College - Thunder Bay, ON 06/2023
Business Administration: Human Resources

Confederation College - Thunder Bay, ON 10/2022
Business Fundamentals

CERTIFICATES

- Certification of Unconscious Bias - Aug 07, 2022
- Certification of Inspirational Leadership Skills: Practical Motivational Leadership- Aug 07, 2022
- Certification of Business Ethics for Managers and Leaders - July 09, 2022
- Certification of Integrated Accessibility Standard Regulations (AODA)
- Certification of B2B Marketing Foundation - May 29, 2022