

# Lola Omolewa

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## Objective

A Certified Human Resource Manager, proficient in using different technologies in a professional environment. Well-trained in developing efficient processes using knowledge of recruiting, employee relations, training and development, and auditing using numerous software. Experienced in administrative environments that are fast-paced and challenging.

## Experience

### **INFOMATION DESK TECHNICIAN | PEPCO | BETHESDA, MD | MAY 2023 – OCTOBER 2023**

- Executed updates on status of events through paging, web site updates and researching and communicating this information.
- Answer information requests from internal departments and external agencies concerning system status such as estimated restore time, crews on site, outage cause, nature of problem, nature of repairs and vicinity of problem.
- Provide documentation of system events and status using the following databases and web pages: OCS, SRP, FLOS, eOutage, OMS/SCADA, ORCALE, POWERTOOLS/POWERBI, CIMS and Load Shed. Initiate PassPort work orders and work requests for repair of cable faults and other emergency or damage cases.
- Generate and Analyze reports for OCC Director, Shift Managers and Information Desk Supervisors regarding monthly performance metrics, storm data and daily and weekly ETR values and goals.
- Assist dispatchers with computer and application problems. Trouble shoot problems with computers, computer applications, fax machines, copy machines, phones, and radios in the Operations Control Center. If unsuccessful, call-in repair order through the proper reporting channels.
- Directed the response to system incidents and events, including the restoration of equipment and customer load for the 750,000 customers.
- Provide reporting and analytics to managers and the broader HR function to support decision making.

### **HR/OFFICE MANAGER | ANYBILL FINANCIAL SERVICES| WASHINGTON, D.C. | FEBRUARY 2020 – JULY 2023**

- Worked with C-level Executives to evaluate applicants by analyzing job requirements and qualifications using Microsoft Office Suite to calculate and determine company trends, resulting in a 10% increase in target applicants.
- Conducted Standup meetings with numerous Employee Self Service Systems, such as ADP, ServiceNow, and Oracle, to have hands-on technology sessions about each platform's software to determine the best option for the company.
- Ensuring the efficient recording and secure storage of key HR metrics, including time to fill, staffing plan and net hires, turnover and employee performance data to align.
- Monitor employee productivity time, using the Insightful application, to determine a productivity and efficiency matrix.
- Introduced to programming languages such as SQL and Python for data entry into the company archival database.
- Ensured compliance of human resource policy and employee benefits at both local and federal levels and as dictated by governing agencies.
- Conducted benefit information sessions to assist employee with annual health enrollments and monitor employee eligibility for medical, dental insurance, 401K benefits, and processed annual raises and bonuses and other mass compensation changes for 100+ employees
- Managed accurate records of new hires and terminations.
- Conducted New Hire Orientation with inclusion of recruiting, completion, and submission of employee requisitions for approval, advertisement/recruiting activities, application review, scheduling and conducting of interviews, references, and coordination of offers.
- Working with the IT Data Analytics team to define requirements for Business Intelligence reporting (BI) and champion the demonstration of self-service capabilities.
- Implemented ways to maintain employee engagement and employer relations, ex. monthly newsletters.

### **HR GENERALIST | TRUE DIRECT HHC | PHILADELPHIA, PA | DECEMBER 2016 – JANUARY 2020**

- Processed the annual increase process and other mass compensation changes.
- Conducted review and approval of selected classified staff reallocation requests and requisition reviews, or professional staff position review or requisitions, as assigned.
- Entered and maintained accurate records of new hires and terminations to prevent legal action.
- Assist employees with issues and concerns including counseling employees regarding the Problem-Solving Procedure
- Initiated creative ways to motivate employees by introducing customer service awards, Employee Appreciation Days, Acts of Kindness, etc.
- Enrolled new employees in Medical, Dental, and Vision benefits; prepared Initial COBRA notices and Departure COBRA notices.
- Worked with HR team to analyze, identify, and find solutions to generate reports.
- Processed payroll on a bi-weekly basis for 50+ hourly employees; processed multi-state payroll.

- Provide administrative support such as word processing, spreadsheet creation and maintenance, reporting, typing, filing, faxing, mail sorting, copying and telephone calling.

#### **HUMAN RESOURCE ASSISTANT | OMNI HEALTH | CAMDEN, NJ | OCTOBER 2014 – DECEMBER 2016**

- Provided client-specific advice, counseling and representation on matters involving insurance issues, public/private benefits, and other legal issues to Medicare beneficiaries and/or their caregivers.
- Explained features, advantages, and disadvantages of various policies to promote sale of insurance plans.
- Performed administrative tasks, such as maintaining records and handling policy renewals.
- Completed employee verifications including dates they worked and annual/hourly salary.
- Researched HR policies and procedures to improve the company's overall recruiting processes.
- Worked collaboratively with HR Manager to develop and maintain relationships with employment agencies, universities, and other recruitment services.
- Performed various critical recruiting activities including job postings, talent sourcing, resumes screening, pre-screen interviews, and reference verification.

## **Education**

#### **SERVICENOW CERTIFIED ADMINISTRATOR CERTIFICATION MARCH 2023**

#### **H.R. SHRM- CERTIFIED PROFESSIONAL CERTIFICATION FEBRUARY 2022**

#### **MASTERS OF SCIENCE IN HUMAN RESOURCE MANAGEMENT JUNE 2022- PRESENT | UNIVERSITY OF MARYLAND GC**

#### **BACHELOR OF SCIENCE IN LIFE SCIENCE DECEMBER 2018 |PENNSYLVANIA STATE UNIVERSITY**

## **Skills**

- Training and development
- Process of payroll
- Compensation and compliance
- Data analyzing
- Proficiency in Google Suite and MS Suite
- Bilingual (Yoruba and French)
- Business and policy writing
- Digital Marketing and Advertisement
- Proficiency in HRIS systems (ADP Workforce Now, ORACLE , Power BI, People Admin, Axxess, Paycom, Central Reach, PeopleSoft, WorkDay ServiceNow, Salesforce)
- Recruiting
- Benefits Administration
- Succession Planning