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ADEBAYO, DORCAS ONANIMAH

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PROFESSIONAL SUMMARY

Results-driven HR professional with over six years of experience driving workforce performance, talent development, organizational effectiveness, and people governance within large-scale and fast-paced business environments. Proven ability to partner with business leaders to translate strategic priorities into measurable people outcomes through performance management, workforce analytics, employee development, and engagement initiatives. Skilled in delivering executive reporting, strengthening governance frameworks, enabling leadership decision-making, and implementing talent strategies that enhance productivity, capability, succession readiness, and overall organizational performance.

EXPERIENCE

Performance Management and Reporting Officer

Feb. 2025 - Present

FIRST BANK OF NIGERIA

Marina, Lagos state

- Coordinating the execution of Mid-Year, End-Year, Confirmation, and Probationary appraisal cycles across the Bank, ensuring adherence to governance standards, performance timelines, and review protocols.
- Partnering with HR Business Partners and business leaders to drive performance management, workforce effectiveness, and talent development initiatives, implementing structured performance improvement interventions that reduced performance gaps by 12% and enhanced employee effectiveness.
- Redesigned KPI frameworks for probationary employees within strategic business units, increasing confirmation rates by 40% while reducing recruitment and replacement costs by 25% through improved quality-of-hire outcomes.
- Delivering executive workforce analytics, performance dashboards, and talent insights that informed promotion decisions, succession planning, leadership pipeline development, and workforce capability strategies, contributing to a 10% improvement in operational efficiency.
- Collaborated on the Bank-wide competency framework refresh and employee potential assessment exercise, covering over 70% of the target workforce, while supporting employee engagement initiatives that achieved 75% participation and strengthened accountability, ownership, and performance culture.
- Providing strategic communication and performance readiness support to employees, ensuring alignment with performance expectations and career progression requirements.

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HR Analyst
FIRST BANK OF NIGERIA

May 2023 - Feb. 2025
Marina, Lagos state

Key Strategic Achievements

- Designed and implemented enterprise-wide employee engagement communications, contributing to FirstBank's recognition as Winner of the 2024 CIPM HR Oscar Award for Excellence in Employee Engagement and Internal Communications Category.
- Supported the leadership and innovation initiatives, including the “Future Forward Council”, to develop future-ready talent and strengthen organizational innovation.
- Supported the successful execution of the FirstBank Annual Merit Awards (FAMA) for over 24,000 employees, earning recognition from Executive Leadership for exceptional delivery.
- Leveraged employee sentiment analytics from the GPTW Internal Survey to influence leadership actions across thirteen directorates, driving measurable improvements in employee trust, engagement, and workplace culture ahead of the FY2025 assessment cycle.
- Managed employee engagement, wellbeing, recognition, and culture-building initiatives across Nigeria and SSA operations, contributing to a 38% improvement in employee wellbeing, engagement, and workforce effectiveness.
- Led the successful delivery of the Nigeria Bankers' Games for two consecutive years, overseeing ₦32 million+ in budgets across key event categories and advancing employee wellbeing, engagement, and productivity through a flagship industry-wide sporting initiative.

Talent Acquisition, Learning & Onboarding Experience

- Managed job-shadowing and experiential learning initiatives that enhanced cross-functional capability development and knowledge transfer, achieving a 30% increase in skills transfer effectiveness.
- Championed Sales Bootcamp and Strategic Business Unit recruitment initiatives, assessing over 650 candidates, reducing critical talent gaps by 20%, and strengthening the FY2025 talent pipeline for business-critical roles.
- Coordinated employee onboarding and FirstBank Group corporate induction programmes that improved employee engagement by 15%, cultural alignment by 20%, and onboarding experience by 18%.

Human Resources Manager
WASHRYTE LAUNDRY

Jan. 2022 - Oct. 2022
Lekki Phase1, Lagos state

- Partnered with executive leadership to align workforce strategies with business objectives, enhancing employee performance, capability development, and service delivery effectiveness across the organization.
- Leveraged workforce analytics and performance insights to inform staffing, productivity, and talent management decisions, supporting operational improvements and sustainable business growth.
- Led process optimization initiatives that increased workforce productivity by 30% while reducing operational costs by 20%, driving greater efficiency and organizational performance.

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- Strengthened HR governance, compliance, and risk management frameworks, reducing compliance-related issues by 29% and improving workforce accountability and operational integrity.

Human Resources Manager

Dec. 2020 - Aug. 2021

ALZICO LIMITED

Orile, Lagos state

- Partnered with business leaders to drive performance management, talent development, and workforce effectiveness initiatives, delivering a 20% increase in employee productivity and a 32% improvement in employee engagement.
- Developed performance monitoring frameworks, dashboards, and workforce analytics solutions that enhanced management visibility, informed strategic decision-making, and contributed to a 25% improvement in operational efficiency.
- Leveraged operational and business analytics to generate actionable insights that supported revenue growth, resulting in a 22% increase in revenue, while strengthening financial controls and compliance processes to improve record accuracy by 37% and reduce compliance-related costs by 8%.
- Strengthened financial controls, compliance oversight, and reconciliation processes, increasing financial record accuracy by 37% while reducing compliance-related costs by 8%.

Talent Management and Development Analyst

Oct. 2019 - Dec. 2020

HONTOL KOT VENTURES

Diamond estate, Lagos state

- Enhanced organizational effectiveness across distribution and supply chain operations by optimizing performance management frameworks, increasing employee engagement by 20% and reducing workforce turnover by 5%.
- Leveraged HR analytics and business intelligence to improve workforce planning, talent deployment, and capability development, achieving a 9% reduction in recruitment costs and a 22% increase in learning effectiveness.
- Collaborated with management teams to strengthen succession readiness, workforce engagement, and performance improvement initiatives, building sustainable organizational capability across multiple business functions.
- Delivered strategic business, financial, and operational insights that contributed to a 33% increase in revenue, a 29% improvement in profitability, a 25% increase in inventory turnover, and a 32% reduction in financial risk exposure through enhanced governance and control processes.

Management Trainee

Aug. 2019 - Oct. 2019

ORANGE DRUGS LIMITED

Ilupeju, Lagos state

- Leveraged HR analytics and workforce reporting to improve data-driven talent acquisition, workforce planning, and people decision-making effectiveness by 24%.
- Supported employee engagement and experience programmes that increased employee retention and engagement by 18%, contributing to a more committed and high-performing workforce.

- Delivered actionable workforce insights that informed strategic talent management, succession planning, and organizational effectiveness initiatives.

Further Mathematics Teacher
PEARLSTONE COLLEGE (NYSC)

Aug. 2018 - Aug. 2019
Magboro, Ogun state

- Designed and delivered outcome-based learning and development programmes that improved academic performance by 30% and increased student participation by 25%.
- Developed performance measurement and assessment frameworks that strengthened learner progress monitoring, feedback effectiveness, and educational outcomes.
- Leveraged technology-enabled learning methodologies to increase knowledge retention by 35% and learning productivity by 40%.

SKILLS

- Performance Management | Governance | Performance Culture Enablement
- HR Analytics | Reporting | Data Interpretation | Executive Communication
- Talent Management | Career Development | Capability Building
- Learning & Development | Employee Experience | Capability Development
- Organizational Development | Competency Management | Change Implementation
- Employee Engagement | Recognition Programmes | Employee Experience
- HR Governance | Regulatory Compliance | Risk Management
- Stakeholder Management | Collaboration | Influence

EDUCATION

- MBA (Distinction, 4.0/ 4.0CGPA), Artificial Intelligence, NEXFORD UNIVERSITY (2024)
- B.Sc. (Second Class Upper), Economics and Statistics, UNIVERSITY OF BENIN (2014 – 2018)

CERTIFICATIONS

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|---|---------|
| • AI and Automation (TS Academy) | In View |
| • Accenture (Data Analytics and Visualization Job Simulation) | 2024 |
| • GoSkills (Microsoft Excel – Basic & Advanced) | 2022 |
| • Chartered Institute of Personnel Management Associate (ACIPM) | 2020 |
| • Google Digital Skills for Africa | 2020 |
| • The Economists Open Future Essay | 2019 |