

**Kadidia Anne-Isabelle DIAKITE-OLLO**

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<b>SKILLS &amp; QUALIFICATIONS</b>
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Bachelor's Degree in Business Administration with a concentration in Human Resources Management

Certified Translation Professional – Certified Translator English<>French

Fluent in French and English, both oral and written

13 years' experience as in-house translator

13 years' experience as a Human Resources

Ability to translate accurately in a fast-paced environment

Ability to multi-task

Excellent oral and written skills

Very hard working, responsible, reliable and trustworthy

<b>PROFESSIONAL EXPERIENCE</b>
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**Office and Personnel Manager 2018-now**

**MainOne CI an Equinix Company**

Set up appropriate structures, organize and supervise all of the administrative activities that facilitate the smooth and efficient running of the Main One Cote d'Ivoire office.

Coordinate all the internal operations activities within the office as well as provide timely and effective support to other functions in order to ensure they achieve their respective objectives.

Ensure MainOne's policies are complied with and implemented within the company's Cote d'Ivoire operations.

**Other responsibilities include:**

**Translation**

Responsible for all the translations from French to English and English to French all Departments within the Company

HR, Administrative, Government Letters, Emails, Contracts, Legal documents, Technical documents, Invoices

**Office Administration, Procurement & Management:**

Organize the office layout and maintain supplies of stationery and equipment;

Design filing systems as well as procedures for maintaining records and ensure all systems are up to date.

Assign and regulate clerical and secretarial functions to support staff within the office

Manage the workload of support staff and other direct reports

**Human Resource Management**

Ensure the relevant HR policies are communicated to all staff.

Provide advice and support in the selection, recruitment and induction process for new hires into the Cote d'Ivoire Office advertisements, testing, job descriptions, interviewing, and recruitment reports.

Establish and maintain personnel records and applicants' records on an ongoing basis and ensure they are secure.

**Human Resources Assistant 2015- 2018**

**PETROCI CI-11 filiale de PETROCI HOLDING, Abidjan Ivory Coast**

Promoting effective employee and labor relations

Responsible for employees medical and other compensation benefits, acting as a liaison between employees and insurance providers

Responsible for the safety and working conditions of employees

Responsible for all the HR and Administration purchases

**Human Resources Assistant 2010 - 2015****SAHAM Assurance CI (ex COLINA CI), Abidjan Ivory Coast**

Process, verify, and maintain documentation relating to employees activities such as staffing, recruitment, compensation and benefits, training, grievances, performance evaluations, and classifications.

Responsible for internal communication and notes to the General Manager and Department managers Deputize the HR Head of Department during her absence

Permanent executive committee secretary

**Call Center Representative 2008-2009****AI University, Atlanta Georgia USA**

Provide superior customer service

Provide Professional phone manner

Enroll students via Outbound and inbound calls

**Financial Services Representative, Loan officer 2005-2007****SunTrust Bank, Atlanta Georgia USA**

Provide superior customer service through listening to clients

Anticipate clients' needs and recommend Financial Services to new and existing clients

Open new accounts, take loan application

Support the branch sales goals through effective teamwork

Perform Teller transactions

Solve customers' related issues via inbound calls

**Teller 2002-2005****Citizens Bank, North Providence Rhode Island USA**

Assist customers in a courteous and friendly manner

Make effective decision making and problem solving

Provide daily cash balancing operations with accuracy

Ensure replenishing and balancing of the Automated Teller Machine (ATM)

Supervise the branch main cash vault bimonthly

**EDUCATION**

Certified Translator Certificate, Global Translation Institute USA

Bachelor of Business Administration with a concentration in Human Resources, Strayer University, Atlanta GA USA

Associate Degree in Science in Business Administration, Community College of Rhode Island, Lincoln, R.I. USA

High School Diploma, Charles Shea High School, Pawtucket, R.I. USA

**TECHNICAL SKILLS**

Proficient in Microsoft Office programs: Word · Excel · PowerPoint · Outlook ·