

HANNAH T. MASSAQUOI

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PROFESSIONAL SUMMARY

Dynamic and people-focused leader with extensive experience in Human Resources, Administration, and Banking. Known for building high-performing teams, streamlining HR operations, and enhancing customer experience. Proven ability to foster inclusive workplace culture, manage full-cycle recruitment, and support strategic planning in fast-paced, international settings. Committed to innovation, integrity, and operational excellence with a global perspective gained through leadership roles across the U.S. and West Africa.

CORE SKILLS

- **Team Leadership & Staff Development** – Cultivating high-performing teams through mentorship, training, and goal alignment
 - **Talent Acquisition & Onboarding** – Managing end-to-end recruitment, onboarding, and workforce planning
 - **Employee Relations & Conflict Resolution** – Promoting a healthy workplace culture through effective communication and HR support
 - **HRIS & Operational Efficiency** – Leveraging administrative systems for seamless HR processes and data management
 - **Strategic Planning & Project Execution** – Driving initiatives with adaptability, problem-solving, and cross-functional collaboration
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PROFESSIONAL EXPERIENCE

Associated Bank – MN

Relationship Banker

Sept 2024 to Present

- **Client Relationship Management:** Build lasting relationships by understanding clients' financial needs and delivering tailored banking solutions.

- Financial Advisory: Provide personalized financial guidance and planning support to help clients reach their goals.
- Account Management: Handle account openings, closures, and maintenance in full compliance with banking regulations.
- Client Support & Problem Solving: Resolve account issues and customer concerns quickly and effectively.
- Compliance & Risk Oversight: Ensure adherence to all policies, regulatory standards, and legal requirements in day-to-day banking operations.
- Team Collaboration: Partner with internal teams to offer comprehensive financial services and participate in continuous learning initiatives.

GT Bank – Liberia

Personal Banker / Assistant Branch Manager

Feb 2018 – Jun 2024

- Promoted banking products and services, driving customer engagement and account growth
- Managed account openings, ensured compliance with terms and KYC procedures
- Supported the online banking team in resolving service escalations
- Authorized daily transactions and ensured teller reconciliation before close of business
- Provided mentorship and operational support across branch teams
- Introduced blind-assessment hiring tools, enhancing fairness and equity

Mercy Corps – USAID Project

Human Resources Manager

Mar 2012 – Jan 2018

- Led HR strategy across five teams, supporting growth and compliance
- Recruited and onboarded 14+ team members while enhancing candidate experience
- Implemented a fast-track review process, improving hiring speed by over 60%

- Launched new national employee handbook and conducted rollout training sessions
 - Increased internal mobility and engagement through successful team-building initiatives
 - Led the recruitment of 35 staff in 23 days, accelerating project readiness by 39%
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EDUCATION

MSc, Human Resources Management

University of Salford, Manchester, UK – *Jan 2020*

BA, Sociology & Public Administration

African Methodist Episcopal University, Monrovia, Liberia – *Jan 2009*

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Emerging Leadership Program – *Portland University, 2022*
- Project Management for Development Professional (PMD Pro) – *APMG International, 2020*
- Executive Development in HRM – *XLRI & SHRM, 2018*
- Diploma in HRM – *Liberia Institute of Public Administration, 2011*