

CV SAMPLE

HR WITH EXPERIENCE



National
College *of*
Ireland

Jennifer Kwan

NATIONAL COLLEGE OF IRELAND

Mary Sale

Dublin 1 • Mary.sale17@gmail.com • 0837419302 • www.linkedin/in/marysale

Personal Statement

- HR professional with 5 years of experience in HR with a focus on recruitment and talent development with an expertise on roles in business services and finance.
- 1.1 Business Studies graduate from the National College of Ireland and recently CIPD qualified with a 2.1 in a part-time Masters in HR also from NCI.
- Team worker with strong experience growing a new business function as part of the Annville group and recent experience collaborating with a larger HR team supporting 2000+ employees.
- Passionate about developing strong recruitment and onboarding practices – experienced in running employment engagement initiatives and establishing coaching and mentoring.
- Strong understanding of employment law from a contractual and recruitment standpoint and excellent understanding of GDPR, having completed a full audit in 2018.

IT: Proficient in SAP, OpenHire, and Microsoft Office including Excel formulas and Access.

Work Experience

Aug 2016 – Feb 2020 **HR Generalist** — Annville Financial Services, Dublin

Oversaw all HR functions including recruitment, disciplinaries, employee engagement, and talent.

- Oversaw all HR needs for 600 employees and worked with a team of 6 to manage 2000 employees.
- Implemented people sourcing strategies into daily recruitment processes from advertising and screening to hiring, reference checking and drawing up contracts (approx. 60 at various levels).
- Implemented a new orientation process including 6 pre-starter emails and 4 on-site events.
- Rolled out employee engagement survey across 600 employees, following up with electing employee engagement champions, running focus groups and presenting findings to management.
- Coached managers through employee relations matters including employee engagement, documentation, discipline and performance improvement plans.
- Launched a coaching and mentoring programme for 8-10 graduates per year and provided development opportunities for both graduates and mentors in the business.
- Decreased training administration time per week by 60% by implementing a new training management process using Microsoft Access, which better defined gaps to managers.
- Completed performance review processes for approx. 450 staff members annually and co-ordinated with managers and payroll to distribute correct bonuses.

Sep 2014 – Jul 2016 **Recruitment Consultant** – Annville Business Services, Dublin

Responsible for key recruitment processes, orientation processes and GDPR.

- Provided end-to-end HR support for 200+ employees across 5 key service areas, working with 5 managers to deliver recruitment, development and performance support to their teams.
- Hosted orientation days to groups of 5-10 new employees – presenting business information, providing a tour, introductions to key business leaders, providing training on the HR system.
- Launched Quarterly breakfast meetings for new staff to meet managers, supervisors, and key project managers in the business in an informal environment.
- Collaborated with team leads to put together job specs for replacements and new roles and developed a bank of 25+ job specs reflecting the business's core values and competencies.
- Monitored and advertised roles through OpenHire and used matching to rank applicants.
- Screened 100s of candidate CVs for over 30 roles at junior and senior levels, conducted phone interviews, and drew up interview scorecards for hiring managers to use in interviews.

- Completed reference checks for 30+ candidates and made up contracts varying from part-time to full-time agreements, and temporary and permanent contracts.
- Completed a GDPR audit in 2018, cleaning up all hard and soft copy files that were out of date, completing risk audits and ensuring the safe upkeeping of personal details for all employees.
- Acted as a point of contact on all minor queries relating to employment rights.

Aug 2015 – Aug 2016 **Recruitment Coordinator** — Annville Business Services, Dublin
Part of a newly established business unit, major focus was building from 40-100+ employees.

- Coordinated pipelines for new and replacement roles and assisting the consultants in planning to grow the business by 100%-120% in a 1-month period.
- Managed job advertisements for 60 roles across 4 job boards including indeed, LinkedIn, jobs.ie, and irishjobs.ie while keeping within budget for advertisements.
- Assisted HR team in managing the candidate pipeline and implementing an ATS to coordinate the job advertisements and candidate pools.
- Grew brand awareness by launching social media advertising and attending career events at universities, successfully hired 5 candidates from attending events.

Jun 2014 – Jul 2015 **Marketing Research Assistant** – Annville Distillers, Dublin
Research role, focusing on collecting and analysing customer data.

- Successfully completed two market research assignments including competitor analysis, statistical analysis of market trends, and conducted customer surveys resulting in a new marketing strategy.
- Learnt about the drinks industry from a market perspective.
- Learnt business fundamentals on reporting, sales and KPIs.

Education

2018 – 2020 Master's (M.Sc.) in Human Resource Management - National College of Ireland

Modules: Leading, Managing and Developing People, Developing Skills for Business Leadership, Employee Engagement, Research Methods, Global Resourcing and Talent Management

Thesis: *Driving retention through best practice recruitment strategies in financial services.* A 15,000 word qualitative research study and analysis and recommendations on implementing better recruitment and onboarding strategies in the finance sector.

2011 – 2014 Bachelor's (B.Sc.) in Business Studies – National College of Ireland

Thesis: *Marketing of Wine in the Digital Age: The influence of the international market.* A 10,000 word quantitative study and analysis showing current trends and a growth forecast until 2020.

2012 Leaving Certificate, Dublin Senior College, Dublin

Interests

2013 – 2014 Treasurer of NCI Film Society

- Managed an annual budget of €40,000 and over 300 active memberships.
- Collaborated with the committee to host seven term-time events and one summer event.

References Available Upon Request