|  |  |  |  |
| --- | --- | --- | --- |
| |  |  | | --- | --- | | **Jo Sample**  [123 Ocean Drive Sampleville, FL 1234 United States](https://maps.google.com/?q=123%20Ocean%20Drive%20Sampleville,%20FL%201234%20United%20States)[sample@connectcv.com](mailto:sample@connectcv.com)0418 675 30902 867 5309 |  | | |
| **Career Objective**   |  | | --- | | I am self-motivated, efficient and diplomatic human resources professional with eight years experience in the industry and I believe my strengths and skills make me a perfect fit for your company. | |
| **Employment History**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | **Jan 2007 – present: HR Officer** | Perth, WA, Australia | | **Pacific Life Insurance** | | | **Responsibilities:**   * Developed and conducted training classes for new and continuing staff. * Monitored, evaluated, and counseled staff of 42 employees. * Designed and implemented employee incentive programs to increase productivity and customer satisfaction. Reduced union grievances by 40% while maintaining streamlined, profitable department. * Managed operations including forecasting, inventory control, purchasing, and quality insurance. Maximized revenues through efficient staffing, labour cost controls, and promotions. * Produce monthly, quarterly and yearly benefits and payroll totals for the company * Terminated/ hired, oversaw, educated, and delegated personnel. * Performed and analysed technological decisions and expenses. * In charge of computer safeguarding and evaluating personnel records to ensure observance related to leaves, holidays, etc. | | |  | | | **Jan 2004 – Dec 2006: HR Assistant Manager** | Perth, WA, Australia | | **Hiltown Hotel** | | | **Responsibilities:**   * Researched and implemented cafeteria restructures. Increased internal customer ratings by 17% through opinion surveys, menu engineering, physical plant redesign, special events and quality controls. * Developed and implemented annual business plans. * Evaluated processes to improve processes and employee morale. Reduced absenteeism and tardiness by 25%, increased productivity and service quality in a multicultural union work environment. * Acted as liaison between union employees and management. Analysed and resolved personnel grievances. Managed corporate dining room for 1,500 employees. | | |  | |  |  |  | | --- | --- | | **Jan 2002 – Dec 2003: HR Assistant** | Perth, WA, Australia | | **Hello There Advertising Agency** | | | Responsibilities:   * Researched and evaluated management practices, training and development programs, leadership principles and employee relations in human resources department in order to improve the workflow of the company. * Assisted managers with hiring procedures, screening of candidates, coordinating interviews. * Assisted staff with payroll, leave, redundancy and holiday queries. * Updated the OH&S Manual under the direction of the HR Manager. | | |  | | | |
| **Education / Qualifications**   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | **Bachelor of Business Administration: Human Resource Management** The University of Western Australia Graduated: December 2001 | Perth, WA, Australia | |  | | | **Higher School Certificate** Perth Girls High School Graduated: December 1998 | Perth, WA, Australia | |  | | | |
| **Skills Summary**  **Communication** I have high-level writing skills as seen in the print and online training courseware I have developed, and excellent verbal communication skills, including exceptional performance in public speaking and presentations.  **Organisational and time-management skills** I have developed a personal time management plan that details daily, weekly and monthly tasks. This has enabled me to prioritise tasks and has enabled me to meet my performance indicators in my own job and to ensure that the additional tasks are also completed on time.  **Staff relations** I am committed to maintaining good employer-employee relations to maximise productivity in the department. I have developed excellent relationships with the 42 staff working in the department and take time to listen to staff enquiries and complaints, identify their needs and work through any issues that might be concerning them. I am keen to ensure that staff welfare is prioritised and in the time I have been with the department, there has been a 40 per cent reduction in personal leave and a dramatic improvement in retention rates. |
| **Skills**   |  |  |  | | --- | --- | --- | | **Name** |  | **Proficiency** | | Microsoft Excel |  | Advanced | | Microsoft Office |  | Advanced | |
| **Languages**   |  |  | | --- | --- | | **Name** | **Proficiency** | | Italian | Fluent | |
| **Immigration / Work Status**   |  | | --- | | **Australia – Citizen** | |  | |
| **Hobbies / Interests**   |  | | --- | | Italian cooking, architecture, art and design, ancient Rome, football and AFL. | |