

TAYLOR JONES

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HUMAN RESOURCES GRADUATE

Human Resources graduate with strong awareness of complex personnel and HR issues gained through international and local experience. Offers over three years of experience in diverse and challenging environments requiring maturity and sensitivity to deal with complex personnel issues. High level communication skills with the capacity to engage senior stakeholders through effective persuasion, negotiation and liaison. Keen to develop career in recruitment or human resources and committed to ongoing learning and professional development.

Strengths & Capabilities

- Recruitment & Selection
- Stakeholder Engagement
- Relationship Management
- Confidential Information Management
- Employee Relations
- Occupational Health & Safety
- Equal Employment Opportunity
- Service Delivery
- Induction/Exit Interviews
- Policy & Procedure
- Participative Work Practices
- Legislative Compliance
- Training & Development
- Team Development & Leadership
- Process Re-Engineering
- Organisational Ability
- Time & Workflow Management
- Decision-Making & Problem-Solving

Technology Skills: MS Office, SAP

EDUCATION

Master of Human Resource Management, University of Melbourne

Bachelor of Psychology, Flinders University

PROFESSIONAL EXPERIENCE

QR NATIONAL, *Brisbane*

since 2007

Recruitment Consultant

Recruitment-focused role, reporting to the Human Resources Manager within the shared services centre for large rail and freight services organisation. Contributed to all aspects of recruitment including workforce planning, job analysis and review, role classification and conducted interviews and post placement follow-up. Reviewed recruitment and selection processes and updated in accordance with best practice human resources.

- **Minimised recruitment agency spend** through direct advertising and introduction of refer-a-friend processes.
- **Introduced and implemented induction programs** focused on new and casual employees.
- **Identified training and developed needs** and implemented appropriate training courses and programs.
- **Ensured that all records and information was kept confidential** and managed sensitive employee issues with care and diligence.
- **Role-modelled appropriate workplace behaviour** in accordance with organisational values and code of conduct.

PROFESSIONAL EXPERIENCE CONTINUED

TMP WORLDWIDE, *Melbourne*

2004–2006

Human Resource Consultant

Reported directly to CEO and managed a small team of consultants. Drove sales and grew new and fledgling business to thriving human resource consultancy. Developed a reputation for ensuring high levels of service, delivering on promises and achieving results. Harnessed high level communication and interpersonal skills to build effective relationships with clients, colleagues and team.

- **Stepped up to perform the role of Team Leader** following exemplary early achievements.
- **Awarded “Consultant of the Month”** for leading high-demand, high-volume customer service recruitment campaign.
- **Contributed to the overhaul of current bonus and incentive structure** resulting in improved staff retention levels and greater sales and productivity.
- **Took responsibility for all operational issues** within the team and regularly contributed to team meetings.
- **Developed operational policies and procedures** designed to enhance employee knowledge, encourage cross skilling and improve client outcomes.

MAHARANI HOTEL, *Durban, South Africa*

2004

Customer Service Officer

Hands-on customer service role, acting as primary point of contact for all guests.

REFEREES

Jane Smith

Human Resources Manager, QR National

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