

Nia Connor

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CAREER FOCUS: HUMAN RESOURCES / TRAINING

Complimented on ability to mentor, motivate and detect inefficiencies

Multi-talented and goal-focused professional with a proven background in developing and delivering sound training solutions, addressing overlaps and inefficiencies, and restructuring organisations for improved efficiency. Highly regarded for ability to build relationships within the business, drive outcomes and discussions around new initiatives, and implement sound business practices. Robust skills in employee relations and performance management compliment ability to think 'globally and act locally' and capacity to facilitate people, culture and change based projects.

KEY STRENGTHS

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| <input checked="" type="checkbox"/> Staff Supervision | <input checked="" type="checkbox"/> Auditing |
| <input checked="" type="checkbox"/> Strategic Planning | <input checked="" type="checkbox"/> Project Management |
| <input checked="" type="checkbox"/> Presentation Skills | <input checked="" type="checkbox"/> Policies Development |
| <input checked="" type="checkbox"/> Employee Relations | <input checked="" type="checkbox"/> Relationship Building |
| <input checked="" type="checkbox"/> Performance Improvements | <input checked="" type="checkbox"/> Solutions Management |
| <input checked="" type="checkbox"/> Communication / Negotiation | <input checked="" type="checkbox"/> Efficiency Improvements |
| <input checked="" type="checkbox"/> Team Leadership / Mentoring | <input checked="" type="checkbox"/> Project Brief / Report Writing |
| <input checked="" type="checkbox"/> Reorganisation & Cultural Change | <input checked="" type="checkbox"/> Strategy Formulation & Rollout |
| <input checked="" type="checkbox"/> Staff Scheduling, Supervision & Evaluation | <input checked="" type="checkbox"/> Procedural Streamlining & Optimisation |

SELECTED HIGHLIGHTS

- Proven track record in the execution of optimisation and cost-cutting solutions which impacted positively on bottom-line profitability and risk management.
- Drove positive outcomes in internal communication, staff retention, morale, and performance through training solutions, motivation, development opportunities, and mentoring
- Steered Corporate Consulting through restructure and change management, successfully aligning the business with HR and corporate strategy and saving 25% workforce.
- Provided intelligent, consultative advice and support in identifying gaps between present staff capability and future needs and establishing policies and procedures for new starts and existing employees.
- Demonstrated an incisive ability to prioritise and balance time-critical projects to ensure the smooth and efficient flow of staff, administrative and business functions.

CAREER SNAPSHOT

Held key project-driven positions with a training / HR focus:

Senior Consultant, CORPORATE CONSULTING – Sweden

Jul 2007 to May 2008

Senior Banking Supervisor, FINANCIAL MARKET AUTHORITY (FMA) – Sweden

Sept 2002 to May 2007

Banking Officer, JNC AG – Sweden

Aug 2001 to Aug 2002

Bank Counsellor, JNC AG – Sweden

Aug 1997 to Aug 2001

Personable Nature

Possesses a personality that demonstrates a genuine caring attitude towards all people enabling Nia to easily establish rapport and engender trust.

Success attributed to

- Identifying & analysing people issues & performance metrics
- Team trust, mentoring & camaraderie
- Identifying training requirements & designing & delivering training solutions.
- Providing intelligent, consultative advice & support.
- Strong communication & interpersonal skills with the ability to be diplomatic at all levels

"I could not have hired anyone better than you for this job."

Arnold Harris, CEO
Corporate Consulting

PROFESSIONAL EXPERIENCE

CORPORATE CONSULTING – Sweden

Jul 2007 to May 2008

Senior Consultant

Appointed to oversee major Bank restructure following a merger with Eastern European subsidiary banks by addressing staff overlaps and inefficiencies and recommending solutions. Supervised a team of 8 and delivered a number of solutions to optimise processes, improve systems, increase efficiencies, and improve organisation development and structure, leading to implementation of ideas.

Key Contributions:

- **Training & Development:** Established a more cohesive image between subsidiaries and head office and enabled teams to more effectively deliver outcomes by introducing monthly team-building days addressing intra group politics, cross cultural issues, and operational issues.
- **Organisational Development:** Managed change management initiatives within the department that saved 25% workforce by restructuring department and downsizing of duties following bank merger. Reduction in staff overtime, led to considerable cost reductions.
- **Strategic HR Planning:** Align resources to corporate strategy by developing a strategic staff plan which identified gaps between present capability and future needs. Developed statistics on the number of employees necessary for the short term (up to 1-year) and long term (up to 5-years).
- **Risk Management:** Reduced operational risk by 40% and costs by 50% by analysing the various web-based trading systems for treasury deals and liquidating contracts following merger.



FINANCIAL MARKET AUTHORITY – Sweden

Sept 2002 to May 2007

Senior Banking Supervisor

Quickly promoted to Senior Banking Supervisor of 157 banks with a combined revenue of over EUR\$10B to play an integral role in building up the supervisory team from 6 to 20 and implementing processes and internal controls for new starts and existing employees.

Key Contributions:

- **Policies & Controls (HR Related):** Established internal controls for new starts on policies and procedures and existing employees on accountability, interviewing new hires, hiring actions, supervision of staff, management, and policies and procedures.
- **Performance Evaluation:** Measured the daily performance of 157 banks to assess risk, management, economic status and compliance through detailed analysis and liaising closely with CEO's and auditors. Achieved 100% compliance with strong financial stability across 157 banks.
- **Regulatory Proceedings:** Assisted in regulatory proceeding for licensing procedures, changes to shareholder structures and mergers whilst also nominating self to manage FMA Cost Regulation. Calculated the annual costs of supervised bodies for almost 1000 institutions.



JNC AG – Sweden

Aug 1997 to Aug 2002

Banking Officer

Supervised a small team while proactively taking on added responsibilities and demonstrating enthusiasm and innovation through analysis, better change, continuous improvements and training of trainees in the Bank's 6-month trainee program.

Key Contributions:

- **Staff Retention:** Achieved a high staff retention rate in a high staff turnover industry through training, motivation, development opportunities and mentoring of new trainees. Willingly took on added responsibility of training to provide trainees with more structure.

PROFESSIONAL EXPERIENCE CONTINUED...

- **Structure Improvements:** Took initiative to improve internal accounting structures through the creation of branch balance sheet analyses which provided sales teams with greater visibility on sales achievements and budget cost analysis.
- **Implementation Plans:** Increased customer base by 50% by initiating the planning, implementation, and monitoring of cross selling activities in coordination with Head Office.

PROFESSIONAL DEVELOPMENT

Training: Risk Management, Derivatives / Accounting of Derivatives, IFRS, Balance Sheet Analysis, Base II Workshops

OTHER INFORMATION

Technology: MS Suite: Word, Excel, PowerPoint, Outlook; Lotus Notes, Quartz, Ebroker, Webtrader, Openoffice, Internet, Email

Languages: Fluent in English & German (verbal & written)
Conversant in Spanish, French & Italian

Citizenship: Permanent Australian Resident

Strategy Explanation

This client was looking to relocate to Australia and was wanting to transition into a HR/training role within the financial arena. She already had the financial background so that was no issue. It was just a matter of identifying HR and training related achievements that could support her transition while demonstrating personal traits that would appeal to a potential employer for the role.

To ensure a potential recruiter / employer knew what she was looking for, without any misconceptions, I opted for the 'Career Focus: HR / Training' title with a tag line in red highlighting two important HR/Training skills – Mentor & Motivate.

To provide her with a strong application and leave no doubt in a potential employers mind about her ability to perform this type of role, I focused the first page on her personal traits, skills and achievements as they related to the HR/training field. The key strengths were to highlight areas related to her career transition, the selected highlights demonstrated her HR/training contributions, and the career snapshot has a tag line above stating key project-driven positions with a training / HR focus.

To strengthen to her application further, I included a grey shaded box touching on her personality/personable nature and highlighting her reasons for HR/training success. This was followed by a quote from the CEO which I think speaks for itself.

The following pages were then followed by her professional experience, where I went into more detail on achievements to demonstrate her training / HR background. The bolded words at the beginning of each achievement were purely to bring the readers eye to these specific key words and think in their minds 'HR/Training'.

Anyway the resume worked a treat and the client was exceptionally happy.