

Nia Connor
19 Lawnside Drive
Leichhardt NSW 2041

Home: (02) 9999 9999
Mobile: 0414 981 062
Email: niaconnor@optusnet.com.au

HR & WORKPLACE RELATIONS PROFESSIONAL

recognised for

INITIATIVE... LEADERSHIP QUALITIES... COMMUNICATION... NEW BUSINESS CONCEPTS & IDEAS

Energetic, reliable and adaptable professional with a unique understanding of human resources, industrial relations, and marketing. Positions reveal a talent for creating fresh ideas, improving efficiency, introducing new polices and processes, improving employee relations, increasing profit growth, and consistently rising to challenges.

"Nia has the unique capacity to "light up a room" while making substantial contributions and providing creative ideas to the working team" –Tori Nicholas, Director – International Removal

SUMMARY OF EXPERIENCE

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> PR Management | <input checked="" type="checkbox"/> Negotiation | <input checked="" type="checkbox"/> Communication |
| <input checked="" type="checkbox"/> Leadership Qualities | <input checked="" type="checkbox"/> Team Motivation | <input checked="" type="checkbox"/> Public Speaking |
| <input checked="" type="checkbox"/> New Business Concepts | <input checked="" type="checkbox"/> Marketing Strategies | <input checked="" type="checkbox"/> Presentation Skills |
| <input checked="" type="checkbox"/> Staff Training / Leadership | <input checked="" type="checkbox"/> Project Management | <input checked="" type="checkbox"/> Employee Relations |
| <input checked="" type="checkbox"/> Problem Solving/Decision Making | <input checked="" type="checkbox"/> Market Research & Analysis | <input checked="" type="checkbox"/> Client Relationship Management |

EDUCATION

Bachelor of Commerce (High Distinction Average) - UNIVERSITY OF TECHNOLOGY SYDNEY, Sydney, NSW (2007)
Dual Major - Human Resource Management & Industrial Relations/Marketing

Secondary Education – CHEVALIER COLLEGE, Bowral, NSW (2000 to 2005)

INDUSTRY RELATED EXPERIENCE

ZEP RELATIONS - Sydney, NSW

Sept 2007 to Nov 2007

HR & Workplace Relations Coordinator (Intern)

Quickly gained an understanding of ZEP's corporate culture within a limited timeframe to assist in re-writing ZEP Occupational Health and Safety (OHS) policy; analyse, interpret, and develop improvements for test cases; assist with the preparation of Union wage negotiations; and recommend organisational improvements.

Key Contributions:

- **Identified opportunities for improvement** by recommending changes to current business practices. Included integrating the Workplace Relations and Human Resources divisions so they worked cohesively together; and recommending a skills audit be conducted during the downsizing so the organisation did not lose skilled staff.
- **Led the development of efficiency improvements** within the organisation by developing a test case database that eliminated the need for continual searches. The new database summarised all new tests cases relevant to ZEP employees and detailed the potential implications if similar circumstances arose.

■ ■ ■

AUSTRALIAN RETAILERS ASSOCIATION – Sydney, NSW

Feb 2006 to Aug 2007

Employee Relations / Communications Officer (Part-Time)

Overcame steep learning curve to provide advice, support and representation on a range of employment and industrial relation issues to ARA members; present relevant information in a timely, accurate and professional manner; assist members with employee counselling; award maintenance; and preparation of article content for the Retail Trader.

Key Contributions:

- **Quickly grasped understanding of Work Choices legislation** to accurately provide prompt and correct advice to members regarding employee issues and business operations. Achieved through independent learning, attending seminars, and commitment to continued learning and improvement.

INDUSTRY RELATED EXPERIENCE CONTINUED...

- **Conceived and wrote articles** for the Retail Trader, reaching more than 20,000 readers Australia-wide. Wrote articles on current affairs, employee relations, policy issues, tenancy topics, learning and development, retailer's profiles, tips for trading, special member only offers, and practical retail operation advice.



RANKIN PACIFIC – *Sydney, NSW*

Oct 2003 to Feb 2006

Human Resource Officer (Part-Time)

Quickly came up to speed on HR processes and policies and became 'the face' of the organisation for all front line employees. Managed a range of general HR processes, including assisting with payroll, HR administration training; managing bonds relating to training, relocation and immigration; updating employee information; training reconciliation; enterprise agreement processing; and coordination of award wage and anniversary date increases.

Key Contributions:

- **Contributed to the implementation of a new project management system.** Formulated HRM information, checked data integrity, and manipulated data into the system for accessibility by common users.
- **Streamlined business processes** by implementing an improved Human Resource File Management System. New system enabled the easy tracking and location of files, resulting in improved efficiency through faster access.
- **Improved employee relations and communication** by being 'the face' for front line employees. Discussed staff concerns and queries with HR Manager, leading to improved staff morale through queried actions.

OTHER PROFESSIONAL EXPERIENCE

INTERNATIONAL REMOVAL – *Sydney, NSW*

Jan 2005 to Sept 2007

Relocation Consultant (Part-Time)

Supervised a small team and provided strategic and practical decisions that impacted upon the business and clients. Performed a variety of corporate and marketing responsibilities including client management; report writing; account processing; negotiation; developing and managing relationships; financial management in relation to programs, researching new business opportunities; and leading client presentations.

Key Contributions:

- **Played an integral role in the start-up of new business unit 'Removal Management'** by developing processes to streamline and facilitate the management of client removals. Achieved by developing and implementing staff procedures; developing user-friendly databases, compiling contacts; and training staff on new system.
- **Acted as 2IC in Director's absence**, successfully managing the organisation in an efficient and effective manner. Utilised strong time management and organisational skills to manage clients and programs; supervise staff; resolve queries on day-to-day matters; and communicate with all client HR departments.
- **Increased profit growth by researching and seeking new business opportunities.** Researched multi-national and national organisations providing relocation services, sourced appropriate contacts in HR, and arranged meetings to present services, leading to long term relationships formed and large contracts signed.
- **Improved efficiency by 85%** by restructuring client and organisation databases into a more user-friendly system. Developed a new approach to client management that was streamlined and allowed for consistency by developing step by step routines that managed the processes from start to finish.

ADDITIONAL INFORMATION

INFORMATION TECHNOLOGY: MS Suite: Word, Excel, Project, PowerPoint; Internet, Email

COMMUNITY ACTIVITIES: Volunteer, Rozelle Aged Home Care

INTERESTS: Sailing, Soccer, Horse Riding, Reading

REFERENCES AVAILABLE UPON REQUEST

Explanation

This student was looking at relocating to either the UK or US to find positions within HR/Workplace relations. This one is the UK version. Normally when it comes to students, I present an academic highlights section to demonstrate their understanding of business knowledge and show that they know how to apply it, however, with this student it wasn't required as she already had extensive experience within the industry that I could utilise.

Plus as her experience was crucial to demonstrating her hands-on knowledge within the industry, it was more important to list than academic projects. Instead, to highlight her academic success I highlighted her high distinction average.

To support the opening profile of her work style and show a bit of her personality/charm, I added a quote from her employer which I believe helps sets the stage as a fabulous asset to have in a company

She recently completed intern work within a related industry, while at the same time completing part-time work that wasn't related to her field of choice. To avoid breaking up her related industry experience, as they all flowed on from one another, I broke her employment into two sections – Industry Related Experience and Other Experience. This allowed a potential employer to quickly see the extensive experience she had had within her field of choice.

I then followed this with the other experience which wasn't related to her field of choice but highlighted her strengths in leading and improving business functions.

Of course this was then followed by section highlight her IT, community involvement and interests, since interests are favoured on a UK resume to allow the employer to get a better understanding of the candidate.