

Jane Smithson, MBA

A workplace experience people love

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Chief People Officer | Board Member | Future of Work Speaker

Purpose-led transformation executive cultivating award-winning experiences, growth strategies and communication that delivers double-digit performance impact. A design-thinker by nature, translating organisation vision into human-centred operating models, structures, and programs. Known for quenching spicy talent challenges through data insights and story listening, then serving up solutions that keep people moving. Celebrated for building trust, rewiring mindsets, and simplifying collaboration on a global scale.

LEADERSHIP IMPACT AT A GLANCE

15 Years Expertise Global People Operations and HR Transformation	25% Revenue Growth Sales and Service Transformation	\$1.2bn Software Company 6 Countries 6,600 Employees	2x Great Place to Work >90% Employee Satisfaction Rate
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AREA OF GENIUS

- Organisational Transformation
- People Strategy with Purpose
- Employee Engagement Programs
- Values-Based Leadership
- Sustainable Talent Outcomes
- Employer Branding Initiatives
- Responsible Value Creation
- Global Mobility Framework
- Innovation for Impact
- HR Technology Adoption
- People Data Storytelling
- Budget Management

BOARD CONTRIBUTIONS

- Chair** | Company Name 2022 – Present
- Board Member – Diversity and Inclusion** | Company Name 2021 – Present

PROFESSIONAL TRAJECTORY

Global Head of HR Business Partners | Company Name Nov 2017 – Present

Scope: Global Software Company | \$1.2bn Revenue | 6 Countries | 6,600 Employees | 15 Direct Reports

Global leadership role, shaping an unparalleled employee experience across six countries. Instrumental in setting a bold and visionary approach to HR shared services underpinned by future-proof architecture.

- **Led a complete culture shift in 18 months**, transitioning from a traditional HR approach to a fit-for-purpose talent service.
- **Released 65% of tedious procedures**, replacing a cumbersome HCM system with a scalable, cloud-based technology solution.
- **Amplified innovation and ability to scale**, embedding a global innovation and change management framework in 6 months.
- **Launched a digital heart for people analytics**, enabling leaders to gain a real-time, full picture of business performance.
- **Redesigned the organisational structure**, supporting a broader people ecosystem and voice of the customer execution.



Source: Great Place to Work 2019 Australia Survey

HR Transformation Lead | Company Name

Jan 2016 – Oct 2017

Scope: Commercial Construction Company | \$2bn Revenue | 1,000 Employees | 10,000 Subcontractors

Strategic change leader, contracted to design an onboarding experience with a focus on people, not paperwork. Celebrated for delivering an experience beyond expectation and changing the way people access training.

- **Transformed the onboarding experience** through engaging bite-sized videos and interactive online training, leading to an 84% improvement in new hire retention and 97% learner satisfaction.
- **Dramatically increased training completion rates from 20% to 80%** by mapping the new employee journey and delivering easy-to-consume content at critical touch points in the first year of employment.
- **Automated 103 HR administrative tasks per new hire**, unleashing 288 hours for the HR team to partner with the business on high impact activities.

National HR Project Manager | Company Name

Jul 2014 – Dec 2015

Scope: National Drinks Retailer | \$4.9bn Revenue | 220 Locations | 4,000 Employees | 10 Direct Reports

Tapped by the executive team to reimagine the sales and service culture. Renowned for shaping a multifaceted approach to sales transformation and sparking 25% drinks retail revenue growth in 12 months.

- **Spearheaded a total redesign of how retail teams work**, restructuring over 1,100 frontline management roles and transitioning 350 displaced employees into cross-divisional placements in 6 months.
- **Doubled Net Promoter Score from +42 to +88** by analysing and mapping the end-to-end customer journey, identifying bottlenecks, and igniting changes to improve service quality and performance.
- **Cultivated careers by embracing potential**, supported by a new career development framework, specialised learning and development programs, and competitive incentives and rewards.

Internal Communications Manager | Company Name

Jan 2012 – Jun 2014

Scope: National Drinks Retailer | \$3.7bn Revenue | 190 Locations | 4,000 Employees | 3 Direct Reports

Headhunted to create and cultivate stories that help employees stay informed, feel connected, and share a sense of purpose. Influential in shaping a connected, informed and enabled workforce communication approach.

- **Developed a national internal communication strategy**, moving away from overwhelming email inboxes to a streamlined platform that mirrors the way individuals interact with information in their personal lives.
- **Built a roadmap of messaging**, leveraging multiple channels, from blogging and digital communication to face-to-face sessions, to engage leaders, managers, and grassroots employee communities across Australia.
- **Delivered 98% user satisfaction rating in 12 months**, activating 2,500 unique portal visits per week with personalised articles, self-service capabilities, and actions-based alerts and notifications.

EARLY CAREER SUCCESS**Learning and Development Manager** | Company

Mar 2009 – Dec 2011

53% Leader Capability Boost • 112% New Hire Effectiveness Increase • 60,000 Content Pieces Designed

Learning and Development Specialist | Company

Sep 2006 – Feb 2009

89% Increase in New Hire Revenue • 24% Reduction in Onboarding Time • 100% Learner Satisfaction

ACADEMIC EXCELLENCE

Master of Business Administration (MBA) | Australian Graduate School of Management
Distinction GPA (WAM)

2018

Resume Strategy

Jane unleashes the kind of human magic you see in the world's top performing companies. During our initial consultation, Jane expressed her desire to make step change into a Chief of People role within a rapidly growing organisation. Coming from a background in learning and development and change leadership, Jane has weaved trust, mindset and collaboration into the fabric of every transformational project.

I asked Jane how her leadership could be seen and felt through every aspect of the organisation. Jane said with absolute confidence, "people love coming to work because they can deliver their best work." To maximise Jane's personal brand, I created a unique brand purpose to help express her core identity and the ripple effect across the organisation's she served. The result – a resume that illuminated her energy and momentum to reinvent the employee experience and create more agile operations across Australia's leading retail, construction, and software companies.

Colour Scheme: Jane requested a colour scheme that would compliment the colours from her Great Place to Work Awards. The teal colour is the hero with red used sparingly throughout the resume.

Resume Header: Personal brand tagline developed to illustrate Jane's innate gifts of creating a workplace experience that people love. The image illustrates a diverse and happy workforce.

Diagram: Jane enabled her employer to rank as one of the top Great Places to Work in 2019 and 2020. The bar graph under the logos illustrates the survey results from 2019 Great Place to Work Survey.

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