**Address:**  123 Street Lane, London WC12 3JL

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## EMPLOYMENT HISTORY

**Sept 2011 – Current: Consultant, Technology Firm**

Working with Sales and Account Management teams to support the sales process through effective demonstrations, and supporting customers through proof of concept and on to implementation.

Responsibilities within this role include; Understanding Customers’ needs and determining how the system will provide value; Providing answers to Invitation to Tender and Request for Information documents; Preparing and delivering sales presentations; Delivering expertise on HR Services, particularly performance management, learning & development and HR strategy.

I have specifically taken responsibility for rewriting the scripts to include a focus on customer benefits and added value and configuring the software to support effective demonstrations on the performance management, rostering, L&D and dashboard modules, developing these as an area of expertise to support complex customer requirements.

**March – Sept 2011: HR Consultant, Northern HR, Leeds**

Responsible for developing client relationships to gain an understanding of business and process requirements, to provide appropriate advice, guidance and technical solutions on the HR Management System. The role includes facilitating workshops to scope existing processes, identifying ‘to-be’ processes, agreeing areas for change and improvement and ensuring the system delivers according to pre-agreed project objectives. Specialist in the Performance and Learning & Development solutions.

**May 2007 – Sept 2010: Learning & Development Manager, Construction, London**

Sitting on the HR committee (board level) of this global construction consultancy I held responsibility for the learning and development practices across 2,500 employees & 54 offices worldwide. The role included responsibility for the Performance Management process and various projects including supporting the implementation of Midland iTrent, and roll out of global eLearning.

**Dec 2005 – May 2007: HR Manager, Insurance, London**

Working for this growing insurance brokerage I supported the HR Director in developing the HR strategy and people practices across the group. Responsibilities included fully deputising for the HR Director during 5 months maternity and delivering key business projects including successful completion of 4 acquisitions and managing the introduction of full flexible benefits & HRIS

## QUALIFICATIONS

**Sept 2002 – Oct 2003: MA Human Resource Management, Manchester Metropolitan University**

The Masters was awarded with Distinction

**PERSONAL STRENGTHS**

* Experienced HR Professional qualified to Masters level
* Excellent communicator and relationship builder at all levels from Director to staff, with demonstrable results and success. Please see my profile on Linked In for more information on what key stakeholders have said: <http://uk.linkedin.com/in/j-smith>
* Natural sales profile with experience in new business development and strategic relationship management
* Thinks strategically and innovatively about development requirements to achieve the best business outcomes, yet analytically minded and detail focused
* Driven to improve and passionate about developing people and business