

# Kevin G Cardone

## Human Resources Generalist

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### Profile

Hi! I'm Kevin,

I'm a results-driven management professional with a strong background in optimizing operations to maximize profitability. Passionate about HR, I've combined my industry experience with qualifications like a Level 7 CIPD and a Master's degree to drive growth and align people strategies with business goals. My leadership reflects my commitment to success and making a lasting impact.

### Skills

- ATS, SAP, CRM, PMS, HRIS, Workday
- Organizational Development
- Talent Acquisition & Recruitment
- Customer Relationship Management

### Languages

- English
- Spanish
- Polish

### Professional Experience

#### Deputy Manager / Keyholding

*Vision Express Ltd.*

10/2022 – 01/2025

- Managed a dynamic team of 10+ employees, deploying workforce management tools to track KPIs such as net sales, conversion rates, sales segmentation, and new customer registrations, resulting in a 20% improvement across key performance indicators.
- Oversaw store operations for a £7,000,000 annual revenue business, utilizing CRM strategies to analyze customer behavior, optimize engagement, and reducing refund rates by 70% through strategic operational enhancements.
- Spearheaded efforts to maintain an over 75% Net Promoter Score (NPS), leveraging HR data analytics and company software to track satisfaction metrics, consistently exceeding weekly benchmarks and securing recognition as the #1 store in the region.
- Drove exceptional results in subscription sales, contributing over 80% of team performance in contact lens direct debit enrollments by implementing retention focused customer engagement strategies.
- Designed and delivered comprehensive employee training programs, utilizing HR performance metrics and weekly reviews.
- Conducted financial operations, overseeing refunds, payments, discrepancies, and sensitive data while collaborating with finance teams.
- Applied conflict resolution methodologies to retain clients, frequently securing financial recoveries exceeding £1,000 per incident.
- Directed stock management operations by analyzing sales trends and leveraging data for improved inventory stability.
- Championed cross-functional communication strategies to streamline workflows, and enhance collaboration.

#### HR Officer & Full-Cycle Specialist Recruiter

*Valland Care and Support Ltd.*

01/2022 – 10/2022

- Designed and implemented new recruiting strategies and company operation reforms.
- Spearheaded the management of over 100 applicants daily, optimizing talent acquisition workflows
- Directed a team responsible for hiring over 240 candidates monthly, delivering a net hiring impact exceeding £3.5M annually.
- Designed and implemented applicant tracking systems (ATS), streamlining data management and ensuring compliance with UK GDPR regulations.
- Championed innovative recruitment and marketing strategies, leading the graphic design team and social media management.
- Conducted over 65 interviews per week, securing top-tier talent contracts.
- Built strategic partnerships with organizations such as the Red Cross, diversifying sourcing channels and securing exclusive talent pipelines.

## Awards

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### PHD Scholarship Recommendation

Commended by a university professor for academic excellence and high-quality research capabilities, resulting in a recommendation for a PhD scholarship.

### Cycling for Cancer Research UK

Collaborated with Cancer Research UK in a cycling initiative, logging kilometers to raise funds for cancer research. Actively promoted the campaign and inspired participation among peers.

### Qatar National Bowling Team Invitation

Recognized by the coach of the Qatar National Bowling Team for exceptional skill, and invited to join the national squad, reflecting my dedication and talent in the sport.

## Future Aspirations

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### Hi, again!

One of my main aspirations is to advance my HR expertise and become an HR consultant. By leveraging my management experience and growing HR knowledge, I ultimately dream of expanding myself into my own HR consultancy firm.

- Developed comprehensive onboarding frameworks that increased employee retention rate during the probation period, strengthening organizational stability.
- Handled GDPR data and 360 recruitment hiring processes.
- Worked alongside the CEO with direct reporting with the COO to ensure company performance standards.

### Team Leader (Graphic design) (v)

*Groby Allotment Society*

07/2021 – 08/2021

- Directed a high-performing graphic design team, earning consecutive awards for "Best Flyer Design".
- Strategically aligned team efforts with organizational objectives, delivering exceptional results within tight deadlines.
- Led outsourcing operations to ensure high quality standards.

### Workflow and Operations Coordinator (v)

*NHS England*

07/2021 – 04/2022

- Managed the operational flow of the vaccination center, ensuring patients were checked in promptly, and concerns were addressed in a timely and effective manner.
- Implemented workflow management techniques and utilized social communication strategies to optimize scheduling processes, enhancing overall patient throughput.
- Partnered with management to identify process bottlenecks and recommend operational improvements.

## Education

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### Level 7 Advanced Diploma in HRM

*Chartered Institute of Personnel Development (CIPD)*

2023 – 2024

Holder of the Level 7 CIPD qualification in Human Resource Management, the highest-level certification in the field.

### Master of Arts (MA) in Human Resource Management

*De Montfort University, United Kingdom*

2023 – 2024

Grade: Merit

Explored the impact of remote work on employee well-being, performance, and retention, with a focus on work-life balance. Recommended arrangements to a multinational company to boost employee satisfaction and engagement, offering practical insights for long-term success.

### Bachelor of Arts (Honours) in Business Management

*De Montfort University, United Kingdom*

2018 – 2021

### LIPC in Business & Law

*De Montfort University, United Kingdom*

2017 – 2018