

KEVIN G. CARDONE

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Human Resources Generalist

Results-driven **HR generalist professional** with a strong background in optimizing operations and driving strategic talent acquisition. Passionate about aligning people strategies with business objectives, leveraging CIPD qualifications and a Master's degree to enhance organizational performance. Proven success in recruitment, training, workforce optimization, and employee engagement. Adept at utilizing data-driven insights to streamline processes and improve retention.

Core Competencies

Talent Acquisition | Workforce Optimization | Organizational Development | ATS & HRIS Systems | Employee Engagement | Leadership & Training | CRM Strategies | Employer Branding | Compliance & GDPR | Data-Driven HR Strategies | HR Analytics | Diversity Recruitment | Retention Programs | Payroll & Finance Operations | Conflict Resolution | Performance Management

PROFESSIONAL EXPERIENCE

Vision Express | Nottingham, UK

Oct 2022 – Present

Deputy Manager / Keyholder (January 2023 - Present)

Optical Assistant (October 2022 - January 2023)

Promoted within 6 months. Leading a dynamic team of 10+ employees, driving operational efficiency and talent management strategies to improve KPIs.

- Managed a dynamic team of 10+ employees, deploying workforce management tools to track KPIs, resulting in a 20% improvement across key performance indicators.
- Oversaw store operations for a £7,000,000 annual revenue, utilizing CRM strategies to analyse customer behaviour, optimize engagement, and reducing refund rates by 70%.
- 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 winning #1 store in the region.
- Drove exceptional results in subscription sales, contributing over 80% of team performance in contact lens direct debit enrolments by implementing retention-focused strategies.
- Designed and delivered employee training programs.
- Conducted financial operations, overseeing refunds, payments, discrepancies, and sensitive data.
- Directed stock management operations by analysing sales trends and leveraging data for improved inventory stability.

Valland Care & Support | Leicester, UK

March 2022 – Aug 2022

HR Officer & Full-Cycle Specialist Recruiter

Hired as HR Officer, promoted within 2 months to Specialist Recruiter and later offered a position as EA.

- 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. Built strategic partnerships with organizations such as The Red Cross, diversifying sourcing pipelines and securing exclusive talent.
- Developed comprehensive onboarding frameworks to increase employee retention rate.
- Handled GDPR data and 360 recruitment hiring processes.
- Worked alongside the CEO and COO.

NHS England | Leicester | UK
Workflow & Operations Coordinator

July 2021 – April 2022

- Managed the operational flow of the vaccination centre, 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.

Groby Allotment Society, UK
Team Leader

June 2021 - Aug 2021

- Directed a high-performing team, coordinating efforts to achieve recognition for "top-results" consecutively.
- Strategically aligned team efforts with organizational objectives, delivering exceptional results within tight deadlines.
- Led outsourcing operations to ensure high-quality standards.

EDUCATION

Level 7 Advanced Diploma in HRM (equivalent to 4.0 GPA)

Chartered Institute of Personnel Development (CIPD)

De Montfort University, United Kingdom: 2024

Master of Arts (MA) in Human Resource Management

De Montfort University, United Kingdom: 2024

- Grade:** Merit (equivalent to 3.7 GPA)
- Award:** Winner of PhD scholarship recommendation by university professor for academic excellence and high-quality research capabilities.

Bachelor of Arts (BA Hons) in Business Management

De Montfort University, United Kingdom: 2021

LIPC in Business & Law

De Montfort University, United Kingdom: 2018

IGCSEs & IELTS Certification

CIS of Doha, Qatar: 2017

ADDITIONAL CREDENTIALS

Technical Skills:

HRIS | ATS | SAP | SuccessFactors | Workday | Recruitment | Payroll Processing | Compensation & Benefits | Performance Management | Employee Relations | HR Compliance | Talent Acquisition | Full-Cycle Recruitment | Workforce Planning | Applicant Tracking Systems | HR Analytics | Diversity & Inclusion | Employee Engagement | Learning & Development | HR Metrics | HR Policy Implementation | Benefits Administration | HR Data Reporting | People Management | Onboarding | Employment Law | HR Business Partnering | HR Strategy | Succession Planning | Labor Relations | HR Audit | Workforce Optimization | Total Rewards | HR Transformation | Leadership Development | Automation | Marketing

Languages:

English (Native), Spanish (Native), Polish (Beginner).

Interests:

Traveling, Rock Climbing/Bouldering, Reading, Cycling, Theater.