

# 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. Bilt 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.

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**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.

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## EDUCATION

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**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**

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## ADDITIONAL CREDENTIALS

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**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.

**Disclaimer:** I consent to the processing of my personal data contained in my CV for recruitment purposes in accordance with the Personal Data Protection Act of May 10, 2018 (Journal of Laws 2018, item 1000) and the Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 (GDPR).