Claire Potter

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* Linked In: Claire Potter

CAREER OBJECTIVE

Efficient professional with 13+ years of experience and a proven knowledge of troubleshooting, configuration management, and systems configuration.

WORK EXPERIENCE

NEDBANK, Johannesburg, Gauteng

Product Manager: HCM Specialist: Employee Services, Oct 2015 – 02 April 2020 (remote worker from 15 December 2019 onwards)

- Deliver superior client service by providing system admin support and expertise to the Business on the SAP HCM On-Premise System and the Success Factors System.
- Optimise business value through system enhancement as the liaison between Business and IT.
- Ensure alignment with industry trends and best practice by implementing new Success Factors functionality.
- Innovate, ideate and problem solve to resolve business needs whilst maintaining system integrity.
- Effectively manage projects to ensure delivery whilst adhering to business policies and processes.
- Deliver an improved client experience by working collaboratively and inclusively.
- Able to learn new skills and technology quicker than others and implement changes.

HR Consultant and System Specialist, Jan 2011 - Oct 2015

- Effectively supported the Rest of Africa businesses through HR system management, HR system support and HR policy and practice support.
- Successfully implemented an HR and Payroll system across 6 subsidiaries across the African continent.

Personal Assistant and HR Administrator, Mar 2009 - Dec 2010

- Ensured alignment across Nedbank Africa businesses to South African HR process and practice through effective HR administration and guidance.
- Supported the HR Executive to provide an end to end HR function to the Rest of Africa Subsidiaries.

Floor Manager, Jun 2008 - Feb 2009

- Delivered an improved client experience through effective support and service within the Retail Bank Branch environment.

HR Administrator, Mar 2007 - Feb 2009

- Effectively supported the HR Function within an IT Project Management environment.

EDUCATION

CODE INSTITUTE
Dublin, Remote - https://codeinstitute.net/
Diploma: Full Stack Development (Mar 2022)

UNIVERSITY OF SOUTH AFRICA
Pretoria, Gauteng
Bachelor of Commerce Human Resources Management (Dec 2009)

ADDITIONAL SKILLS

- HTML/HTML 5
- CSS/CSS3
- Javascript/jQuery

- Django/Python
- SQL/noSQL
- User Design
- SAP HCM System Administration
- Success Factors System Administration
- Understanding of Systems Integration
- HR MIS
- Business Analysis
- Problem Solving Skills
- Proficient Communication Skills - English Language

REFERENCES

NICOLE CLARK, Head: Employee Services Operations, Nedbank
27828579999 - nicolec@nedbank.co.za – Manager

I highly recommend Claire Potter as a candidate for employment. Claire is responsible for Human Resources Systems and process support for SAP and SuccessFactors including Recruitment, Onboarding, JAM, Personnel Administration, Organisational Management, including Job Architecture, ESS, EFM and Workflow. Claire performs all functions relating to process support, innovation of system and experience, testing, reporting and communications. Claire has excellent communication skills. In addition, she is organised, reliable and action orientated. Claire can work independently and is able to follow through to ensure that the job gets done. Claire is able to matrix manage deliverables as well as team delivery. She is flexible and willing to work on any project that is assigned to her. Claire is always eager to volunteer to assist in other areas of company operations. Claire would be a tremendous asset for your company and has my highest recommendation. If you have any further questions with regard to her background or qualifications, please do not hesitate to contact me.