

Michael Brown

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PROFESSIONAL SUMMARY

People & Culture professional with 10 years of experience specializing in HR process improvement, stakeholder relationship management, and system optimization. Proven track record in delivering responsive HR support, implementing continuous improvement initiatives, and fostering positive workplace cultures that enhance organizational effectiveness.

PROFESSIONAL EXPERIENCE

HR Specialist | TalentWorks | Brisbane, QLD | Apr 2019 – Present

- Led continuous improvement initiatives for HR processes, resulting in 25% increased efficiency through implementation of new ATS system
- Developed and maintained key stakeholder relationships across all business units, providing responsive P&C; support and advisory services
- Optimized HR system functionality and streamlined administrative processes to improve accuracy and user experience
- Designed and implemented employee engagement programs that increased satisfaction scores by 18%
- Managed end-to-end recruitment processes with high attention to detail and exceptional customer service focus

HR COORDINATOR | NEXTGEN ENTERPRISES | BRISBANE, QLD | FEB 2016 – MAR 2019

- Coordinated onboarding programs and developed HR compliance policies, ensuring accuracy and timely delivery
- Contributed to P&C; related projects, including HRIS implementation that streamlined payroll and attendance tracking
- Provided professional and efficient administrative support for performance review cycles and employee recognition programs
- Built collaborative relationships with internal stakeholders to better understand and address business needs

HR ASSISTANT | QLD BUSINESS SOLUTIONS | BRISBANE, QLD | JAN 2013 – JAN 2016

- Supported day-to-day P&C; administrative functions with strong organizational skills and attention to detail
- Assisted with HR process documentation and improvement initiatives
- Managed employee queries with a customer-focused and collaborative approach
- Utilized intermediate Microsoft Office skills to maintain accurate HR records and documentation

EDUCATION

Bachelor of Human Resource Management | Griffith University | 2012

KEY SKILLS

- P&C; Process Improvement
- HR Systems & Technology
- Stakeholder Relationship Management
- Time Management & Organizational Skills
- Customer Service Excellence
- Attention to Detail
- Microsoft Office Suite (Intermediate)
- Change Management

ACHIEVEMENTS

- Improved employee retention by 18% through enhanced P&C; service delivery
- Developed new onboarding program adopted company-wide
- Awarded HR Employee of the Year 2021 for excellence in process improvement initiatives