





# Hannah-Beth Hannah-Becker

Perth, WA   
0437 344 177 

h.hannahbecker@gmail.com 

<https://www.linkedin.com/in/hannah-bethhannah-becker/> 

<https://github.com/hannahhollywood> 



## ABOUT ME

I am an experienced technical recruitment consultant and customer service professional, who holds a double degree in Bachelor of Behavioural Science (Psychology) & Bachelor of Business.

I have a true passion for people, analytics, continual service improvement, and organisational psychology and have a strong understanding of how technology can be utilised to empower businesses and simplify processes.

In November 2021 I commenced study as a scholarship recipient for the She Codes Australia program, up-skilling for the #FutureOfWork!

For the next stage of my career, I would like to transition into a technical role where I can use my experience and drive, bringing passion and excitement for learning and self-improvement to an established team.



## TECHNICAL SKILLS

- Exposure to Frontend: HTML, CSS, JavaScript, ReactJS
- Exposure to Backend: Python, Django, Django Rest Framework (DRF), APIs
- Tools: VsCode, Insomnia, Heroku, git & GitHub
- PC/Mac/Mobile Troubleshooting
- Sales & Post-Sales Support
- Microsoft Office 365 (Outlook, Word, Excel, PowerPoint)



## GENERAL & INTERPERSONAL SKILLS

- |                             |                           |
|-----------------------------|---------------------------|
| • Customer Service          | • Interviewing            |
| • Stakeholder Engagement    | • Workshopping            |
| • Effective Communicator    | • Business Development    |
| • Excellent Time Management | • Industry Software Tools |
| • Management/Mentorship     | • Technical Recruitment   |
| • Problem Solving           | • Training & Development  |
| • Empathy & Resilience      |                           |
| • Autonomous Worker         |                           |



## EDUCATION

**She Codes Plus | She Codes Australia (Perth)**

NOV 2021 – JUNE 2022

<https://github.com/hannahhollywood>

**Bachelor of Behavioural Science (Psychology) & Bachelor of Business (International Business) | Queensland University of Technology**

FEBRUARY 2015 – JULY 2019

**Forensic Psychology and Law (Winter Program) | Maastricht University**

JANUARY 2019

**Certificate III Management (Operations) | Retail Traineeship Services NSW**

2013 - 2014

**Certificate III Information Technology (Network Administration) | TAFE Western Institute NSW**  
2011



## WORK HISTORY

**Senior Recruitment Partner – Hays Technology | Hays Recruitment**

FEB 2020 – PRESENT

My current role requires me to source and attract quality Software Development, Cloud and Advanced Data & Analytics candidates using various recruitment databases, including Hays owned database OneTouch, LinkedIn Recruiter and Seek search.

To be successful in this role I am required to have a very strong technical understanding of programming languages, frameworks, systems and project methodologies to find the right candidates that suit my clients' needs.

As Acting Recruitment Team Manager, I am required to lead, train and mentor 2-4 Recruitment Partners, managing our weekly job flows via daily Scrum-board meetings, enabling team cohesiveness and collaboration.

### Key Duties:

- Interact with candidates & important stakeholders internally and externally in the work place, through telephone, email and face to face communications.
- Conduct interviews with candidates utilising effective recruitment and interview techniques in order to assess competency.
- Responsible for conducting professional reference checks.
- Review and assess important documentation, including reviewing resumes, job descriptions and confidential documents.
- Meet with clients to take in detailed role briefs and convert this into meaningful advertisements and/or marketing communications to attract the right talent.
- Meet monthly KPI targets by implementing effective management of my work load and daily objectives.
- Undertake management, mentorship & training duties for all new starters in the team (Part of the Hays Emerging Leaders Program)
- Active member of the Hays Find & Engage Committee and Hays Systems Experts Trainers Team, to assist in coaching the wider business to use more effective recruitment processes.

**Major achievements:** Hays Recruitment Partner of the Year (July 2021), Client Service Excellence Award (Aug 2020, Apr 2022), Hays Braveheart Award (Dec 2020), Early Promotion from Associate to Consultant (Oct 2020), Hays Associate of the Period (Aug 2020).

### **Technical Expert | Telstra**

SEP 2015 – NOV 2019

Provided pre-sales advice and end-to-end post-sales technical support for Telstra home and business offered services, assessed products for warranty replacement, managed and audited in-store inventory and stock, performed all visual merchandising fitting throughout the store, and organised all marketing campaigns. Additionally acted as a technical SME for Google products via their Ph.G. Expert Program.

**Major achievements:** Nominated for “Tech of the Year” and recipient of “Top Compliant Telstra Platinum Tech Bar” awards (FY 2018/19), Represented Telstra’s Tech Bar service at the Telstra Vantage conference (July 2018), Recipient of “Top Sales Consultant” and “Customer Service Champion” awards (FY 2015/16).

### **Sales & Service Consultant | Telstra**

FEB 2015 – NOV 2019

Specialised in mobility and broadband sales and was part of the Local Resolution Support team which maintained client relationships for both Telstra consumer and business accounts. I was recognised as the top sales consultant in store for Financial Year 2015/16 and was also awarded the Customer Service Champion award both years.

### **Mitsui & Co. Immersion Program | Queensland University of Technology**

JUN 2018 – JUL 2018

Selected as one of six high achieving students from the Queensland University of Technology under the Australian New Colombo Plan to participate in a short-term internship program at the international trading and investment company Mitsui & Co in their Tokyo Japan headquarters.

Participation in this internship opportunity allowed myself and other participants to immerse ourselves within Japanese business culture and operations, while engaging directly with executives, representatives and employees from Mitsui & Co.

### **Allied Health Assistant – Internship | Allied Health Services AU**

SEP 2012 – JAN 2013

Worked as a student Allied Health Assistant with Physiotherapists, Occupational Therapists and Speech Therapists. During this time I assisted in the development of treatment programs, supported the rehabilitation of clients through undertaking pre-planned programs either autonomously or under supervision, completed medical documentation, and participated in home visits to discover client functional status.

**Major achievements:** Assisted in introducing “Wii Fit” and “Wii Sport” games into a Rehabilitation Centre which had an immediate positive effect on the happiness of patients.

### **2IC Shift Manager (Operations & Training) | Restaurant, Dubbo NSW**

MAR 2011 – OCT 2014

In this position I managed 18-20 persons per shift. Primary duties included ensuring that all food safety procedures were upheld, providing incident management and resolution for escalated enquiries, hiring and training personnel, performing general cash handling duties (depositing and payment pickups), as well as ensuring KPI targets were reached each shift. I was consistently

the highest performing manager for shift KPI's and mystery shop visits.

In 2013-14 I inaugurated a new Crew Trainer development program and assisted in improving the store standards for training and development.



## **PROGRAMS & PROJECTS**

### **Google Experts Program (Ph.G) | Google (Retail)**

JAN 2017 – SEP 2019

Drove sales and marketing for the Google Pixel and Home devices for the store; including customisation of merchandising fixtures. First point of contact for any and all issues regarding Google products for Telstra consumers, along with providing detailed training to staff around Google's product and service portfolio.

This program required the completion of all monthly 'challenges' set by Google; including training delivery, photography competitions; and the optional completion of training modules through Google's Skillshop for analytics, marketing, G Suite and hardware.