

CARLA JENSEN

Head of Human Resources | People and Learning Development

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SUMMARY

Head of Human Resources with 12+ years of experience developing large impactful teams with skills in consulting and training.

Managed 5 head of departments across 300+ employees with annual revenue of up \$12M.

EXPERIENCE

Head of Human Resources

Crist 2014 - Present Belfast, Northern Ireland

- Managed 5 head of departments across 300+ employees with annual revenue of up \$12M
- Collaborated with 3 department managers to develop initiative program training for 250+ employees which improved retention by 60%
- Managed payroll budgets for 300+ employees with budgets \$3M
- Analyzed employee feedback to develop team initiatives and performance review system which reduced staff turn over by 40%
- Led the collaboration with CEO to plan strategy for team structure and development which reduced costs by 60%

Learning & Development Specialist/Consultant

Padberg 2013 - 2014 Belfast, Northern Ireland

- Led coaching and mentoring for 15 team leads to increase employee learning and development which received a 100% employee satisfaction
- Created training manuals used by 3000+ employees over 4 years
- Organized and spoke at 25 conferences for guests of up 500+ to communicate learning and development initiatives
- Developed partnerships with 8 external collaborators to develop training processes for 500+ employees which increased employee inclusivity by 70%

Human Resources Executive

Gerhold 2012 - 2013 Waltham, MA

- Mentored and co-trained a team of 5 sales development representatives responsible for over 60% of company's total pipeline
- Completed on average 75 outbound calls daily to IT departments and C-level IT executives
- Established Equality, Diversity and Inclusion with board of 6

EDUCATION

M.S. Leadership & Mgmt.

University of New Hampshire

2011 - 2013

STRENGTHS

Leadership

Led coaching and mentoring for 15 team leads to increase employee learning and development which received a 100% employee satisfaction.

Training and Program Design

Collaborated with 3 department managers to develop initiative program training for 250+ employees which improved retention by 60%.

Strong Communication

Organized and spoke at 25 conferences for guests of up 500+ to communicate learning and development initiatives.

Partnership

Developed partnerships with 8 external collaborators to develop training processes for 500+ employees which increased employee inclusivity by 70%.

SKILLS

Team Development

Communications

Strategy

Training

Partnership Management

Consulting