For the attention of HR Partners,

My name is Morris Maragos & I’m excited to apply for the Senior Recruiter opportunity with ING. I have a decade of experience within talent acquisition, the vast majority within the volume space. The focus of my career has been in mass recruitment strategies, with a focus on early careers, such as graduate campaigns & engaging entry level candidates for call centres.

While I have done specialist recruitment previously, it’s the volume space I’m most passionate about, as all my referees, former colleagues & leaders could attest to. It’s within volume I’ve had my best achievements, significantly raising talent pools and reducing time to fill by proactively qualifying candidates between campaigns through talent pools. In addition to recruiting heavily within the volume & graduate space, I’ve also been involved in a number of exciting projects and initiatives for mass recruitment strategies, including:

* Implementing digital interview technology to Suncorp, as one of the first companies to do so, almost a decade ago.
* Introducing artificial intelligence and gamification to help identify top graduates at Suncorp
* Was heavily involved in the design and roll out of FLARE (Front Line Automated Recruitment Experience) at CBA. The purpose of FLARE was to use a combination of interactive videos, psychometric and workstyle questionaries, in addition to digital interviews to qualify suitable candidates for our front line roles (predominately call centres, and later branch). It gave candidates the opportunity to ‘opt out’ at any point, helping improve the pool of candidates our hiring managers were able to select from
* With FLARE, I helped partner with organisational psychologists to design a ‘success profile’ of our top hires within CBA call centres in 2017. The data was then used to design a bespoke workstyle questionnaire, which was included in addition to an interactive video known as the DILO (day in the life of), which showcased the reality of life in a call centre.
* I was also involved in the candidate experience of FLARE, including a number of videos in which I appeared, guiding candidates on the full FLARE experience
* As part of my role, I helped pioneer FLARE across our Direct Banking area, and latter across our other Direct Channels business, followed by leading the FLARE technology across the entire non-core bank.
* I was also involved in an extensive review of FLARE, which had a proven success record in not only reducing attrition (which was the original intention), but also increasing our customer satisfaction scores across the bank

Due to a restructure within CBA’s talent acquisition team, my role will become officially redundant at the end of April, giving me an opportunity to look for my next challenge. If you wish to contact me at any time, you can reach me on 0410 980 260.

Kind Regards,

Morris