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# JANA ILIEVA

HR OFFICER

  
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HR Officer with previous experience as Finance Assistant and Compliance Officer, looking to join the executive team of a respected organization with ambitious plans for growth. A highly motivated and responsible individual with over 3 years of experience in general HR, recruitment, admin, and talent management. Currently seeking a dynamic position in a forward-thinking company, offering room to grow and opportunities for development and career progression.

## EDUCATION

### HUMAN RESOURCE MANAGEMENT, LEVEL 5

*Chartered Institute of Personnel and Development / London*  
2019

My passion for working with people motivated me to start studying for a qualification in HR Management. During my studies I improved my time management skills, meeting deadlines for various projects. I have gained knowledge in employment law, talent management, employee engagement, and employee relations. My studies made me confident to apply my skills in practice.

### BBA

*University of National and World Economy / Sofia*  
2018

My studies in Sofia enabled me to acquire a wide variety of skills, such as the ability to work in a team, problem-solving skills, as well as the capacity to work under pressure and to meet tight deadlines.

### ERASMUS YEAR ABROAD

*University Lille 1 / Lille*  
2016

During my Erasmus year abroad in Lille, I had the opportunity to be part of an international team and interact with students having completely different working styles. This enabled me to develop my adaptability skills, as well as acquire knowledge in the following fields: International Team Management, Strategic Management, and Innovation Economy; Challenge my “can do” attitude with the following courses: Control Management, International Political Economy, and Human Resources Management.

## WEBSITES & SOCIAL LINKS

### LinkedIn:

<https://www.linkedin.com/in/jana-ilieva-as-soc-cipd-579885109/>

## SKILLS

- Human resources strategy
- Personnel recruitment
- Policies implementation
- Employment and labor laws
- Performance Management
- Employee onboarding and offboarding
- HR policies and procedures expertise
- Project Management
- Staff training and development
- Personnel engagement
- Reviewing compliance
- Excellent interpersonal communications
- Results-oriented
- Time management skills
- Decision making
- IT Literate

## LANGUAGES

English

French

Bulgarian

## WORK EXPERIENCE

### HR OFFICER

*Rossi Security / Aug 2018 - Present / London*

Stand-alone HR Officer, who manages the entire HR function within the business. Oversee all HR and admin activities for over 200 employees in a multi-site company in London and Bicester.

#### Administration:

- Review contract terms and employment status on a case by case basis and provide relevant information to the finance department for payrolls. Improve the company with newly identified HR procedures, policies, and projects in line with good practice to keep up an effective work environment.
- Manage ELI TUPE data for TUPE transfers, and lead the TUPE due diligence and consultations.
- Manage the planning, and execution of induction and training programs, as well as define objectives during annual appraisals.
- Monitoring and maintaining the Right to Work statuses of new and current employees.

#### Recruitment:

- Communicate with Operations Department to determine staffing needs.
- Post job advertisements, screen resumes, selection of candidates.
- Conduct phone and face-to-face interviews with candidates.

#### Project work:

- Manage the development and implementation of HR projects, as required.

#### General:

- Provide generalist HR support in the areas of employee relations, legal compliance, performance management, including the proper use of disciplinary or other corrective actions and/or policy-practice interpretation, grievance, and termination.
- Maintain appropriate confidentiality of information about the Company and its staff.
- Promote equality and diversity as part of the culture of the organization.

#### Achievements:

- Implemented new HR policies and procedures, which led to clear work focus and set up working standards.
- Successfully managed the vetting procedure for previous and new employees, regarding the British Standard BS7858, which led to successfully passing the internal audit during the year, and the external audit at the end of the year, during the accreditation process.

### COMPLIANCE OFFICER/FINANCE ASSISTANT

*Dr-Locums / Feb 2018 - Aug 2018 / London*

#### Compliance Officer:

- Provided administrative support and update our database of Candidates and Clients (personal and sensitive data). Observed all protected data.
- Issued the joining instructions, sent timesheet instructions, and sent any required new joiner packs and directions.
- Ensured messages are passed on where required, all calls are returned in a timely manner, and demonstrated effective use of diary system to make sure unsuccessful calls are followed up.
- Communicated with Candidates and Clients in the public and private healthcare sector, including monitoring the Admin mailbox and on-going responding to employee/candidate queries.

#### Finance Assistant:

- Prepared invoices and following up for correct payments.
- Used mathematical skills, calculated totals, checked figures and corrected mistakes found in physical and digital files.

### FRONT DESK AGENT NIGHT AUDITOR

*Intercontinental Hotels Group IHG / May 2017 - Feb 2018 / London*

#### Front Desk Agent:

- Responded to guest requests for special accommodations and made restaurant and tour reservations for them.
- Delivered guest's satisfaction by providing the company experience through performance that demonstrates the standards of genuine hospitality and exceeding guest expectations.
- Used a positive attitude at all times and responded quickly, resolved customer complaints, concerns, and other issues to their satisfaction.

#### Night Auditor:

- Carried out general administrative tasks including, but not limited to; Rebates and Ledgers; Checking rates and reservations; checking backups for bookings; Room allocations; Running credit limit reports; VIP rooms and specific requests.
- Maintained and processed period transaction data and reports, and daily revenue reports.
- Ran the Night Audit, which includes the processes and checks that need to be done in order to close the day's financial activities, validate the work of the previous day's shift and therefore provide accurate and reliable information for the next day's shift: e.g.: reservations' status, payments.

## COURSES

### MICROSOFT EXCEL ADVANCED

*Oplex Careers / Jun 2020*

### PAYROLL SYSTEMS

*Oplex Careers / Apr 2018*

### BUSINESS WRITING

*Oplex Careers / Apr 2018*

## EXTRA-CURRICULAR ACTIVITIES

### GROUP FITNESS INSTRUCTOR

*Self-Employed / Sep 2017 - Jul 2020 / London*

Certified Group Fitness Instructor since 2016, as part of my job as an instructor, I need to lead people and always make sure that I have got their attention and focus during training. This part-time job allows me to combine my interest in sport with my passion for working with people. This also gives me the chance to work with various people, having different levels of motivation.