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|  | **Jana Ilieva**  LND, E17 8XF, UK • jana.ilieva91@gmail.com  078-7992-2034 • [LinkedIn URL](https://www.linkedin.com/in/jana-ilieva-assoc-cipd-579885109/)  Personal Details:  Date of birth • place of birth • nationality  Female • civil status |  |

**HR Operations Manager Profile**

Dedicated and performance driven professional with solid experience in human resource management, recruitment process, and administration. Skilled in developing and executing innovative HR polies and administrative strategies to streamline processes, and capitalize on organizational growth opportunities. Adept at employee relationship building, performance management, and conducting interviews and meetings to improve organizational performance. ***Proven expertise in:***

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| --- | --- |
| * HR Operations Management * Staff Recruitment & Selection * Performance Management * Operational Excellence | * Staff Training & Development * Talent Management * Relationship Building * Effective Communication |

**Professional Experience**

Rossi Security, London

**HR Officer,** Aug 2018 to Present

*Review contract terms and employment status on a case by case basis and deliver relevant information to finance department for payrolls.*

Head of entire HR operations within the business and manage all HR and administration activities for over 200 employees in a multi-site company in London and Bicester. Develop company by implementing newly identified HR procedures, policies, and projects in line with good practice in effective work environment. Oversee ELI TUPE data for TUPE transfers and monitor TUPE due diligence and consultations. Administer planning and execution of induction and training programs and illustrate objectives during annual appraisals. Organize phone and face-to-face interviews with candidates.

***Key Contributions:***

* Performed post job advertisements, screen resumes, and evaluation of candidates.
* Present generalist HR assistance regarding legal compliance, employee relations, and performance management that includes proper use of disciplinary and other corrective actions and policy-practice interpretation, grievance, and termination.
* Led vetting procedures for previous and new employees successfully regarding British Standard BS7858 leading to successfully passing internal audit during the year and external audit at the end of the year.

Dr-Locums, sLondon

**Compliance Officer/Finance Assistant,** Feb 2018 to Aug 2018

Delivered administrative support and updated database of candidates and clients i.e. personal and sensitive data and detected all protected data.

Allotted the joining instructions and directed timesheet instructions and required new joiner packs and directions. Maintained effective communication with candidates and clients in public and private healthcare sector, such as monitoring admin mailbox and on-going response to employee and candidate queries. Arranged invoices and follow-up for correct payments.

***Key Contributions:***

* Guaranteed accurate delivery of messages and calls in a timely manner and demonstrated effective and efficient use of diary system to ensure follow-up of unsuccessful calls.
* Utilized mathematical skills, premeditated totals, inspected figures, and modified mistakes found in physical and digital files.

Intercontinental Hotels Group IHG, London

**Front Desk Agent /Night Auditor,** May 2017 to Feb 2018

*Reacted immediately to guest requests for special accommodations and prepared restaurant and tour reservations.*

Acquired guest’s satisfaction by delivering company experience through performance defining standards of genuine hospitality and exceeded guest expectations. Maintained a positive attitude as well as answered and resolved customer complaints, concerns, and other issues rapidly according to their expectations. Performed general administrative tasks, including rebates and ledgers, checking rates and reservations, inspecting backups for bookings, room allocations, running credit limit reports, VIP rooms and specific requests.

***Key Contribution:***

* Retained and processed period transaction data and reports and daily revenue reports.
* Operated night audit that included processes and checks that needed to be performed to close daily financial activities, authorize work of previous day’s shift and present accurate and reliable information for next day’s shift, including reservations’ status and payments.

**Education and Certification**

**Human Resource Management, Level 5**

Chartered Institute of Personnel and Development, London

**B.B.A**

University of National and World Economy

**Erasmus year abroad**

University Lille 1, Lille

**Microsoft Excel Advanced**, Oplex Careers | **Pay Roll Systems**, Oplex Careers | **Business Writing**, Oplex Careers

**Languages**

English | French | Bulgarian