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 Postcode / Zip code

Telephone: (1234) 5678910. Mobile: 12345 67890. Email: [ivanexcvs@cvxl.org](mailto:ivanexcvs@cvxl.org)

#### JOB TARGET: HRM / RECRUITMENT / ADMINISTRATION

A highly experienced I.T. and Financial Manager with quality experience and a sound understanding of Human Resource Management. Able to help devise and implement HR strategies, whilst improving internal processes and procedures within a demanding recruitment environment. Ensuring compliance with employment legislation, best practice and future trends. Now looking to continue making a significant contribution within a HRM position.

#### HRM SKILLS AND EXPERIENCE

- HRM administration
- Pay and conditions
- Staff training/development
- Recruitment/inductions
- Performance reviews
- Salary reviews
- Employment legislation
- Organisational skills
- Training needs analysis
- Disciplinary matters
- Communication
- Professional liaison
- Multi-tasking
- Grievance procedures
- Absence management
- Meeting strict deadlines
- TUPE regulations
- Team-working skills

#### PROFESSIONAL DEVELOPMENT

<b>BSc.</b>	Computing for Business	1995-96
<b>HNC</b>	Building Services	1985 - 87
<b>ONC</b>	Electrical and Mechanical Engineering	1982 - 84

#### PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

##### FINANCIAL AND IT MANAGER

**1995 - Present**

*Write Company A Here, Whitley Bay (Recruitment Agency)*

Primarily responsible for the payroll and accounts, supplier assessment, payment and reconciliation. Managed invoicing and credit control. procurement, as well as the installation, and maintenance of a Peer-to-Peer IT network and training and support to staff.

**HRM responsibilities include:** providing advice and guidance to staff and managers on the interpretation of HR policies and practices and employment law issues. Also managing the recruitment of support staff and advising the business on best HR practices.

- Helped manage operational HR projects such as ensuring consistency in salary review for support staff and advising on salary levels/bandings.
- Reduced costs by identifying future staffing requirements in accordance with a new business plan.
- Helped design and implement a Performance Management Programme for all staff, thereafter ensured that effective performance management is an ongoing process.
- Monitored and reported staff turnover and, where appropriate, recommended alternative approaches.
- Managed the recruitment of support staff by the most cost and time effective means whilst ensuring that the quality meets the specification.
- Reduced costs and increased quality service by reviewing supplier performance on a regular basis.
- Researched salary review costs, budgets and presentations to management.
- Conducted performance management review interviews for support staff.
- Implemented and maintained Health & Safety and no smoking policy and company benefits systems.
- Identified training needs, monitored and advised on appropriate training programmes.
- Gained BS EN 150 9002 accreditation.

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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### Company A (continued)

#### **Finance and Information Technology:**

- Constructed and maintained database's, produced cash flows and management accounts
- Created and administered Microsoft Exchange mailboxes, contact lists and internal email. Control of file management, storage, archiving, backup and restore.
- Trained and managed staff in all aspects of finance, end users and software updates.

### **GENERAL MANAGER (OWNER)**

**1986 - 95**

#### Write Company B Here, City.

- Provided computer services, payroll, cash flow forecasting, VAT and book keeping to many small businesses.
- Liaised with clients around the North of England including recruitment agencies.
- Developed promotion materials, customer follow-up questionnaires.
- Maintained staff records.
- Dealt with confidential matters.
- Managed the secretarial services.
- Implemented HR policies and procedures.
- Designed and implemented a company handbook and employee database.
- Designed all Personnel forms and records and issued contracts of employment.
- Trained staff to deal with enquiries, complaints and quote preparation.

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### Early Career Summary

Self Employed	Company Name	(1991 - 93)
Self Employed	Company Name	(1991 - 93)
Self Employed	Company Name	(1991 - 93)

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### Personal:

**Marital Status:** Married, one child  
**Driving licence:** Full, clean UK  
**Born:** 1967.

**Interests / pastimes:** Family, keep fit, music, travelling.

**Additional:** I also advise friends/small businesses on HR issues.

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