# Anna Pavlova

HR MANAGER

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## Personal statement

* Highly competent HR Manager – 7+ years’ experience in Human Resources.
* Proven track record developing HR strategy, policies and processes.
* Excellent relationship builder with strong communication skills and experience in line management.
* Strong history of effective talent acquisition and retention.
* Chartered Member of CIPD and working towards Fellowship.

## Work history

### Human Resources Manager

Finance4U, Colwick, Nottingham April 2015 – date

* Identifying and acquiring personnel for all departments.
* Delivering best practice guidance and advice across the Company.
* Handling learning and development management for all staff.
* Dealing with performance management issues for all staff.
* Ensuring company policies are adhered to including both regulatory matters and GDPR.

Following my promotion to Human Resources Manager, I redeveloped the HR strategy, rewriting and rolling out all HR policies and processes including a new pay scale and benefits package. This has had a tangible impact in various key areas, including:

* *33% reduction in employee turnover*
* *15% reduction in employee sick days*
* *17% reduction in grievances*
* *35% increase in employee satisfaction (now 98%)*

Human Resources Assistant Manager

Finance4U, Colwick, Nottingham April 2014 – March 2015

At this mid-sized company, I provided support to the HR Manager and cover in their absence.

* Drafting and advertising vacancies.
* Processing internal HR enquiries and handling those which were routine.
* Gathering people analytics.
* Assisting HR with meetings, taking notes and maintaining employee records.

### Human Resources Administrator

ABC Telecoms, Netherfield, Nottingham April 2013 – March 2014

* Providing support to the HR Manager.
* Using Trac (electronic recruitment system).
* Drafting and advertising vacancies.
* Arranging interviews.
* Carrying out pre-employment checks, issuing offers and contracts.
* Setting up personnel files and IT records.

## Qualifications

### CIPD Level 7 Diploma in HR Management

CIPD (Postgraduate Level) Due to complete June 2021

CIPD Level 5 Intermediate Certificate in HR Management

CIPD (Undergraduate Level) June 2018

### CIPD Level 3 Foundation Certificate in HR Practice

CIPD (Introductory Level) June 2015

### A Levels

English (B), Maths (C), Biology (C) June 2012

### GCSEs

9 GCSEs grade C and above inc. English (B) / Maths (B) June 2010

## Skills

* Highly competent at leading, managing and developing people
* Effective at recruiting and retaining talent
* Confident handling performance management issues
* Strong ability to draft and implement appropriate policies and procedures, both HR & company
* Competent at handling employee relations, grievances and disciplinary matters
* Excellent knowledge of current employment law
* Proven ability in knowledge management and organisational learning
* Excellent skills in coaching and mentoring

I would be pleased to provide practical examples demonstrating all listed skills.

## Contributions

I have contributed articles for various HR publications, including:

* “Do we need a new approach to flexible working?” *– January 2020, CIPD*
* “Are organisations fulfilling their duty of care around global mobility?” *– June 2019, CIPD*
* “How to help working parents avoid burnout” – *January 2019, HR Grapevine*

A full list can be found on my LinkedIn profile.

References available on request.

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