
**ELLEN**

**ELLEN.337416@2freemail.com**

**Career Objective**

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* To find a dynamic and challenging position to meet my capabilities and skills in Administration, Recruitment, Human Resource Management, Training & Development as well as my tertiary qualifications of a Bachelors of Science and a Masters Degree in Business Administration

**Key Skills**

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* Interpersonal and reflecting sound communication skills
* Excellent organizational , problem-solving skills and adaptability skills
* Experience in working in multicultural environments fostering a student-centric learning environment
* Experience in developing course curriculum to meet national certification
* Extensive educational development and training experience
* Ability to execute full training cycle from planning to evaluating
* Ability to multi-task and be effective in high-pressure situations
* Sound Integrity and Personal Ethics
* Proficient language skills in English , Shona and French

**Education and Academic Qualifications**

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* **Masters in Business Administration (2016)**

African Association of Business Schools (AABS) in affiliation with Midlands State University

* **Bachelor of Science** **(2006)**

(Double Major in Biomedical Science and Molecular Biology)

Murdoch University in Perth, Western Australia

* **Diploma in Education** **(2001)**

Alpha Beta College, Sydney Australia

* **Cambridge GCE Advanced Levels (1999)**

Speciss College, Harare, Zimbabwe

* **Cambridge GCSE Ordinary Levels (1997)**

Chisipite Senior School, Harare, Zimbabwe

**Relevant Work Experience**

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**August 2012– December 2016**  **Human Resources and Training Manager**

Worked for Windcrest Consultancy Zimbabwe performing multiple job functions. These mainly consisting of HR Planning, initiating and coordinating recruitment, training needs assessments and functions within this Medical Supplies Company

Responsibilities included:

* Developing and administering human resources plans and procedures that relate to company personnel
* Planning, organizing, and controlling the activities and actions of the HR department
* Contributing to the development of HR department goals, objectives, and systems
* Conducting organization wide needs assessments and identifying skills or knowledge gaps that need to be addressed
* Partnering with internal stakeholders regarding employee training needs
* Organizing, developing or sourcing training programs to meet specific training needs
* Categorizing trainings to align with job competencies to determine which employees could benefit from available training.
* Maintaining a training log to keep track of which employees completed trainings.
* Scheduling workshops to accommodate the schedules of various departments
* Using accepted education principles and tracking new training methods and techniques
* Designing and preparing educational aids and materials

**February 2009 – August 2012** **Community Counsellor Trainer**

I worked for Chris J. Consultancy in Windhoek Namibia. The overall function of this position was to ensure the HIV/AIDS Community Counsellor Training Programme was sustainable, of high quality and client focused.

My duties included:

* Providing counselling supervision, mentorship and on the job training for all the clinical and counselling staff.
* Ensuring that the optimal standard of counselling is achieved by establishing and maintaining the use of nationally approved counselling guidelines and protocols of the Namibian Ministry of Health.
* Teaching using various methodologies, including lectures, demonstrations, discussions and laboratory experiences.
* Planning, developing, and utilizing a variety of instructional materials and aids appropriate to the intellectual and instructional level of pupils from varied socio-economic and cultural backgrounds possessing a range of mental and emotional maturity.
* Providing group and individual instruction to motivate pupils and effectively utilize the time available for instructional activities.
* Ensuring that all lessons are delivered in line with the departmental schemes of work and school policies, taking into account the differing ability lessons of students and differentiate work accordingly.
* Encouraging all students to be actively engaged in their own learning and in reviewing their progress against targets.

**April 2006 to December 2008 Human Resources Administrator**

I worked for Beresford Blake Thomas (BBT) Sydney Australia where I was mainly employed for my expertise in industrial relations as well as overall management skills including staff management & project leadership

My duties included:

* Responsible for the HR function within BBT
* Managing recruitment and selection of employees and contract staff.
* Providing consultation to management on employee relations issues, and manage all disciplinary issues within the company.
* Managing all redundancy situations including calculations, financial guidance and communications to affected employees.
* Management of Health and Safety for the entire site including risk assessments, audits and revisions of policy and procedures. Engage with consultants on an ad hoc basis.
* Work closely with management and employees on all grievance issues within the company.
* Work closely with senior management to identity, develop and implement training and development programs in line with the business objectives.
* Provide senior management and others with various types of employee reports including attrition, absence, compensation, annual leave, overtime costs and headcount.
* Management of the full recruitment process including sourcing strategy; interviewing; reference checking; making offers to candidates; driving and delivering induction training.
* Responsible for the development and delivery of the employee induction program.
* Design and implementation of a company-wide performance management system that is linked to the core vision and objectives of the business. Provision of on-going consultation to management on performance related issues.
* Design of a merit increase and salary review system with built in factors such as salary review budget, company performance, individual performance, market rate of the job and internal equity to ensure fair and equitable review of salaries within the business.
* Delivery of training to employees on a regular basis – e.g. induction training; quality training; training on effective recruitment and performance management.

**January 2001– December 2005 Administration Officer**

I worked for Drake International Placement Agency on temporary contracts as an Administration Officer while completing my tertiary education. I was assigned to hospitals different hospitals within Sydney Australia on a temporary contactor basis.

My duties included

* Promote good public relations with the general community and both internal and external customers by responding to general enquiries over the phone, e-mail and in person.
* Maintain the accuracy and integrity of office records by utilising approved records management systems.
* Medical records tracking (including Admissions, Discharges and Transfers, Appointment scheduling, Chart Tracking and Debtor management)
* Actively contribute to maintaining a safe workplace that values the health and safety of co-workers, clients or visitors.
* Actively contribute to developing and maintaining a culture where staff are vigilant to risks to themselves, their co-workers, clients or visitors

**References**

**---------------------------------------------------------------------------------***Available upon request*