CHLOE WALSH

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SUMMARY OF QUALIFICATIONS

- Generalist HR professional who enjoys practical, people-first policy work.
- Experience across 3 employers, most recently as HR Generalist at Hollis & Grant Retail.
- Trusted adviser to line managers on day-to-day employee relations.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

University of Amsterdam — **Amsterdam**
BA Human Resource Management — *2014*

PROFESSIONAL EXPERIENCE

Hollis & Grant Retail — **Lisbon**
HR Generalist — *Feb 2024 – Present*

- Built a training matrix so managers could see mandatory training gaps.
- Ran the annual pay review data and checked every letter before it went out.
- Organised wellbeing weeks and quarterly engagement surveys and reported the results.
- Handled TUPE paperwork for a team joining from an acquired business.
- Administered employee data and org charts in SuccessFactors.

Westfield Engineering — **Lisbon**
HR Advisor — *Feb 2021 – Feb 2024*

- Kept personnel records and right-to-work checks accurate ahead of two external audits.
- Rewrote the employee handbook and got it signed off by the leadership team.
- Supported two restructures, including consultation meetings and documentation.
- Advised line managers on absence, capability and disciplinary processes in line with policy.

Vale Logistics — **Lisbon**
HR Assistant — *Apr 2017 – Nov 2020*

- Ran payroll inputs for monthly and weekly paid staff and fixed errors before cut-off.
- Wrote and delivered a line-manager briefing on flexible working requests.
- Kept the HR dashboard on headcount, turnover and absence up to date.

INITIATIVES

Line manager training programme

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

Hybrid working policy rollout

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

RESEARCH & PUBLICATIONS

A case study of workplace surveys — **2022**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

General: Microsoft Office, Excel, Payroll basics, Employment law
Languages: English (Fluent)

CERTIFICATIONS

- CIPD Level 5 Associate Diploma
- Mental Health First Aider

EXTRA-CURRICULAR ACTIVITIES

- Treasurer of a local sports club, keeping the accounts and membership list.
- Volunteer at a local food bank twice a month.
- Mentor for a school careers programme, helping students with CVs and mock interviews.

REFERENCE

Victor Fernandez
Head of Operations, Lantern Housing
Contact: victor@example.com