CARMEN AHMED

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SUMMARY OF QUALIFICATIONS

- Generalist HR professional who enjoys practical, people-first policy work.
- Experience across 4 employers, most recently as Senior HR Advisor at Maple Care Group.
- 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 Sydney — **Sydney**
BA Human Resource Management — *2013*

PROFESSIONAL EXPERIENCE

Maple Care Group — **Amsterdam**
Senior HR Advisor — *Apr 2024 – Present*

- Ran exit interviews and turned the themes into a quarterly retention report.
- Handled employee relations cases from first meeting to outcome letter for a site of 6 staff.
- Organised wellbeing weeks and quarterly engagement surveys and reported the results.
- Rewrote the employee handbook and got it signed off by the leadership team.

Vale Logistics — **Amsterdam**
People Partner — *Jan 2022 – Mar 2024*

- Kept the HR dashboard on headcount, turnover and absence up to date.
- Ran the annual pay review data and checked every letter before it went out.
- Ran payroll inputs for monthly and weekly paid staff and fixed errors before cut-off.
- Kept personnel records and right-to-work checks accurate ahead of two external audits.

Ardent Manufacturing — **Amsterdam**
People Coordinator — *Aug 2019 – Nov 2021*

- Wrote and delivered a line-manager briefing on flexible working requests.
- Built a training matrix so managers could see mandatory training gaps.
- Coordinated the move to a new performance review cycle across five departments.

Hollis & Grant Retail — **Amsterdam**
People Coordinator — *Mar 2017 – Aug 2019*

- Supported two restructures, including consultation meetings and documentation.
- Advised line managers on absence, capability and disciplinary processes in line with policy.

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.

TECHNICAL SKILLS

HR systems & practice: Hiring pipeline management, HiBob
General: Microsoft Office, Excel, Payroll basics, Employment law
Languages: English (Native), Spanish (Conversational)

CERTIFICATIONS

- CIPD Level 5 Associate Diploma
- Mental Health First Aider

EXTRA-CURRICULAR ACTIVITIES

- Volunteer at a local food bank twice a month.
- Mentor for a school careers programme, helping students with CVs and mock interviews.

REFERENCE

Tara Iyer
Head of Operations, Ardent Manufacturing
Contact: tara@example.com