HIROSHI COSTA

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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 Corran Hotels.
- 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

Trinity College Dublin — **Dublin**
BA Human Resource Management — *2015*

PROFESSIONAL EXPERIENCE

Corran Hotels — **Amsterdam**
Senior HR Advisor — *Feb 2025 – Present*

- Kept personnel records and right-to-work checks accurate ahead of two external audits.
- Organised wellbeing weeks and quarterly engagement surveys and reported the results.
- Kept the HR dashboard on headcount, turnover and absence up to date.
- Supported two restructures, including consultation meetings and documentation.
- Ran absence and leave processes in Workday.
- My own onboarding was handled by the HR team.

Hollis & Grant Retail — **Amsterdam**
People Partner — *Oct 2022 – Dec 2024*

- Handled employee relations cases from first meeting to outcome letter for a site of 49 staff.
- Ran payroll inputs for monthly and weekly paid staff and fixed errors before cut-off.
- Rewrote the employee handbook and got it signed off by the leadership team.
- Advised line managers on absence, capability and disciplinary processes in line with policy.

Brightside Schools Trust — **Amsterdam**
People Coordinator — *Nov 2020 – Sept 2022*

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

Ardent Manufacturing — **Amsterdam**
People Coordinator — *Jan 2019 – Sept 2020*

- Handled TUPE paperwork for a team joining from an acquired business.
- Ran the annual pay review data and checked every letter before it went out.

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

Lessons from data contracts — **2021**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

General: Microsoft Office, Excel, Payroll basics, Employment law
Languages: English (Fluent), German (B2)

CERTIFICATIONS

- CIPD Level 5 Associate Diploma
- Mental Health First Aider

EXTRA-CURRICULAR ACTIVITIES

- Volunteer at a local food bank twice a month.
- Member of a community choir.

REFERENCE

Dmitri Dubois
Engineering Manager, Ardent Manufacturing
Contact: dmitri@example.com