LEILA MAHMOUD

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SUMMARY OF QUALIFICATIONS

- Generalist HR professional who enjoys practical, people-first policy work.
- Experience across 2 employers, most recently as HR Generalist at Ardent Manufacturing.
- 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 — *2022*

PROFESSIONAL EXPERIENCE

Ardent Manufacturing — **London**
HR Generalist — *Mar 2026 – Present*

- Rewrote the employee handbook and got it signed off by the leadership team.
- Handled TUPE paperwork for a team joining from an acquired business.
- Wrote and delivered a line-manager briefing on flexible working requests.
- Ran exit interviews and turned the themes into a quarterly retention report.

Hollis & Grant Retail — **London**
HR Advisor — *Oct 2025 – Jan 2026*

- Ran the annual pay review data and checked every letter before it went out.
- Built a training matrix so managers could see mandatory training gaps.
- Organised wellbeing weeks and quarterly engagement surveys and reported the results.
- Ran payroll inputs for monthly and weekly paid staff and fixed errors before cut-off.

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: Recruitment, HiBob
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

- Treasurer of a local sports club, keeping the accounts and membership list.
- Member of a community choir.
- Mentor for a school careers programme, helping students with CVs and mock interviews.

REFERENCE

Callum Becker
Engineering Manager, Vale Logistics
Contact: callum@example.com