LUCA MORENO

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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 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

TU Berlin — **Berlin**

BA Human Resource Management — *2023*

PROFESSIONAL EXPERIENCE

Hollis & Grant Retail — **Amsterdam**

HR Generalist — *Apr 2026 – Present*

- Advised line managers on absence, capability and disciplinary processes in line with policy.
- Ran the annual pay review data and checked every letter before it went out.
- Handled TUPE paperwork for a team joining from an acquired business.
- Organised wellbeing weeks and quarterly engagement surveys and reported the results.

Brightside Schools Trust — **Amsterdam**

HR Advisor — *Apr 2025 – Mar 2026*

- Supported two restructures, including consultation meetings and documentation.
- Rewrote the employee handbook and got it signed off by the leadership team.
- Kept personnel records and right-to-work checks accurate ahead of two external audits.
- 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.

TECHNICAL SKILLS

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

Workday

CERTIFICATIONS

- CIPD Level 5 Associate Diploma
- Mental Health First Aider

EXTRA-CURRICULAR ACTIVITIES

- Volunteer at a local food bank twice a month.
- Organiser of a monthly running club with around 30 members.
- Member of a community choir.

REFERENCE

Ayesha Johansson
Head of Operations, Vale Logistics
Contact: ayesha@example.com