KEIRA MAHMOUD

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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 Westfield Engineering.
- 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 Toronto — **Toronto**
BA Human Resource Management — *2018*

PROFESSIONAL EXPERIENCE

Westfield Engineering — **Lisbon**
HR Generalist — *Nov 2023 – Present*

- Ran the annual pay review data and checked every letter before it went out.
- Advised line managers on absence, capability and disciplinary processes in line with policy.
- Built a training matrix so managers could see mandatory training gaps.
- Supported two restructures, including consultation meetings and documentation.

Brightside Schools Trust — **Lisbon**
HR Advisor — *Aug 2021 – Nov 2023*

- Organised wellbeing weeks and quarterly engagement surveys and reported the results.
- Handled employee relations cases from first meeting to outcome letter for a site of 46 staff.
- Wrote and delivered a line-manager briefing on flexible working requests.
- Rewrote the employee handbook and got it signed off by the leadership team.

Maple Care Group — **Lisbon**
HR Assistant — *Nov 2018 – Aug 2021*

- Kept personnel records and right-to-work checks accurate ahead of two external audits.
- Handled TUPE paperwork for a team joining from an acquired business.
- Coordinated the move to a new performance review cycle across five departments.

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: SuccessFactors
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

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

REFERENCE

Mariam Andersen
Head of Operations, Corran Hotels
Contact: mariam@example.com