DIEGO KHAN

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SUMMARY OF QUALIFICATIONS

- Generalist HR professional who enjoys practical, people-first policy work.
- Experience across 3 employers, most recently as Senior HR Advisor 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

Leeds Beckett University — **Leeds**
BA Human Resource Management — *2018*

PROFESSIONAL EXPERIENCE

Hollis & Grant Retail — **Berlin**
Senior HR Advisor — *Dec 2024 – Present*

- Ran exit interviews and turned the themes into a quarterly retention report.
- Advised line managers on absence, capability and disciplinary processes in line with policy.
- Organised wellbeing weeks and quarterly engagement surveys and reported the results.
- Supported two restructures, including consultation meetings and documentation.
- Ran Onboarding for every new joiner, including first-week plans.

Ardent Manufacturing — **Berlin**
People Partner — *Oct 2022 – Sept 2024*

- Ran the annual pay review data and checked every letter before it went out.
- Rewrote the employee handbook and got it signed off by the leadership team.
- Handled TUPE paperwork for a team joining from an acquired business.
- Built a training matrix so managers could see mandatory training gaps.

Ardent Manufacturing — **Berlin**
People Coordinator — *Apr 2020 – Aug 2022*

- 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.
- Handled employee relations cases from first meeting to outcome letter for a site of 40 staff.

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 workplace surveys — **2023**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

HR systems & practice: Recruitment, BambooHR ATS
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

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

REFERENCE

Jakub Lindqvist
Engineering Manager, Ardent Manufacturing
Contact: jakub@example.com