

Consultant en recrutement

Je suis consultante en recrutement et RH. J'ai débuté dans le domaine des ressources humaines en 2011. Aujourd'hui je suis aussi chasseur de tete et en mission pour une société en France dans le domaine de l'IT.

INFORMATIONS	EXPERIENCES PROFESSIONNELLES	
Niveau d'étude: Undergraduate	2019 - 2022 En freelance	Talent Acquisition Consultant and HR . Sourcing . Strategic Sourcing . Pre-qualification . Interviewing . Screening et autres
Niveau d'expérience: Over 10 years	2014 - 2019 L concept LTD	Self-employed
COMPETENCES	2011 - 2013 Axa Customer Services	Human Resources Coordinator and Employee relations coordinator . Planning of Staff . Follow-up of Finger Print Reports . Absence and Lateness reports . Meeting Staff and Managers to solve conflicts/issues . Preparation of newcomers contracts . Induction for newcomers . Plotting on Sidorax system for staff's attendance . Back-up transport officer . Assisting company secretary for contracts . Prepare reports . Issue warnings . Assist disciplinary committees . Liaise with ministry of Labour . Plan
assistant en recrutement et sourcing		
chargé de recrutement		
hr		

workshops for staffs . Conduct exit interview . Back-up Head of employee relation . Liaise with operation managers for issues and conflicts . Send feedback reports . Promoting sports and welfare among employees . Promoting workplace health and safety . Following up on employee files, performance, behavior, absences and lateness . Conduct regular meetings with operation managers for better improvement for the rules and regulations

2011 - 2011
Axa Customer
Services

Administrative Coordinator

. Planning work Force and updating SharePoint . Liaise with transport officer concerning changes to planning . Preparing reports (lateness &absence) for Operation Managers . Plotting on Sicorax system for staff's attendance . Follow-up of absences and lateness . Issuing warnings . Regular meeting with Operation managers . Liaise with HR for attendance and other issue . Planning work Force and updating SharePoint . Liaise with transport officer concerning changes to planning . Preparing reports (lateness &absence) for Operation Managers . Plotting on Sicorax system for staff's attendance . Follow-up of absences and lateness . Issuing warnings . Regular meeting with Operation managers . Liaise with HR for attendance and other issue

2010 - 2011
Axa Customer
services

Team Manager

. Responsible for both Local and International customers . Dealing with

daily queries from staff . Planning roster .
Preparing daily figures (Statistics) of calls
to provide clients . Reply queries for both
Local and International customers .
Provide trainings for newcomers .
Providing workshops for staffs to improve
quality . Regular call conference with
clients . Regular staffs meeting . Live
coaching . Prepare incentives

2009 - 2010
Axa Customer
Services

Quality Assurance

. Listening and Accessing Calls .
Coaching staff on how to improve .
Provide training to staff . Preparation and
updating the training manuals . Providing
updates to staff . Making research on
ways to improve quality and provide
training to staff . Back-up Team Manager

2007 - 2009
Axa Customer
Services

Customer Service Representative

. Handling Calls for Europcar (Paris) and
AXA Paris.Explaining the terms and
conditions of reservation, doing
reservation and dealing with Europcar
agencies to provide vehicles . Explaining
the terms and conditions of the contract
for insurance . Propose call back to
customers . Transfer emergency calls to
AXA Assistance . Insert information on
Liberty system . Send call back mail to
clients . Give requested information to
customers . Deal and propose solutions
to tough customers . Helping Team
Manager and Colleagues in their daily
tasks

FORMATIONS

June 2020 - June 2022

C'est toujours en cours

University of London

LLB

Legal System Public law Contract Law Criminal Law Tort law
EU law Property law Family