



designated

Masuma Aksoy **Personal / HR Assistant**

Sydenham, South East London

Masuma is an experienced HR professional who has worked in a standalone Human Resources position at a Telecoms company based in London. She has excellent communication, organisation and negotiation skills as well as a desire to work in a challenging environment that will have a continuous flow of career progression and/or development. She is accustomed to working with employees at all levels including Board level and senior management.

Skills

- Proficient in MS Office (Word, Excel, Outlook and PowerPoint)
- Experience of using Sugar CRM
- Experience of using Simply Personnel
- Senior First Aid Certificate
- Various short courses with ACAS including absence management, employment update, managing staff and more

Employment

Nov 2018 – Present | Personal / HR Assistant

Designated

July 2018 – Mar 2017 | Human Resources Generalist

Telappliant Ltd, London

I had responsibility for day-to-day delivery and running of the HR function, providing professional HR support to line managers and colleagues within the business and advising on HR policies, procedures and projects. My duties are broken down below:

- Dealing with recruitment, including liaising with agencies, producing job descriptions and advertising jobs, CV screening, interviewing, shortlisting candidates, making offers, checking references and coordinating new starter inductions.
- Producing offer letters and contracts. Dealing with the administration connected to the new starters and leavers' process, this can include letters, system updates and documentation to payroll and finance.
- Front line representative in disciplinary and grievances. Conducting disciplinary meetings and ensuring correct procedure is used. Producing disciplinary letters and tracking disciplinary action.
- Implemented Simply Personnel HR Software within the company to streamline the companies HR processes. For example, the employee self-service function with this software meant that some of the administration could be done by the employees like updating employee records, as well as requesting holidays without the need for forms.
- Managing employee files (paper copy and on Simply Personnel). Ensuring employee confidentiality at all times.
- Tracking holiday, sickness and maternity/paternity absences.
- Schedule and participate in probationary and annual performance reviews, setting employee objectives and tracking these, furthermore undertaking salary reviews and communicating changes to finance. Identifying any training needs of employees following appraisals and finding suitable training courses.
- Liaising with Directors and restructuring the employee benefits package in line with company strategy and business plans, for example I implemented health and dental care as part of the employment package and also implemented a pension plan.



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- Creating and streamlining HR company process and procedures (such as absence management) and documenting these. Communicating procedural changes to staff and ensuring these are implemented.
- Advising and implementing best practice across all HR policies and processes such as working conditions, performance management, disciplinary and grievances and absence management. Ensuring that the company is fully compliant with all legal changes and updating/editing the company handbook as required.
- Promoting diversity and equality within the work place and making sure people are aware of health and safety policies.

Personal Assistant to the Managing Directors:

- Complex travel arrangements including itineraries
- Managing busy and everchanging diaries linked to the above itineraries
- Billing and expenses administration
- Events organisation; i.e. Christmas parties, exhibitions (UK and abroad)
- Engaging with clients and stakeholders
- Taking minutes, creating power point slides for meetings and general administration

Oct 2007 – July 2008 | HR Assistant/Legal Administrator

UK Land Investment International, London

During the first 5 months at UKLII I worked as a HR Assistant, my role involved the following:

- Reception, organising meetings, office orders, meeting and greeting clients, producing offer letters and contracts, helping in organising recruitment days, filling, faxing, correspondence and general office management.

I then moved to the legal department where I worked on the following:

- Created Sales Contracts and drafted legal Documents for the sale and transfer of land purchased
- Made applications to the Land Registry on behalf of clients for the Transfer of Land. Notarised and legalised the Title Deeds

Reason for leaving: Company went into administration

Sept 2006 – July 2007 | Legal Assistant (Voluntary)

Citygate Solicitors

EDUCATION

2008 | University of Westminster - LLB Law - 2:1, Upper Second-Class Honours

2003 | Westminster Kingsway College - A 'levels – Psychology, English and History

2001 | Mulberry School for Girls – 11 GCSE's grades A* - B



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