



OLESEA URSU



HR ADVISOR, COACH & MENTOR

PROFESSIONAL SKILLS

Recruiting
Employee Relations
On-boarding
Coaching
HRIS & HRMS
Start-ups
Performance Management
Management Consulting
Team Leadership
Conflict Management
Business Transformation
Business Development
Change Management

PERSONAL SKILLS

People-oriented
Team player
Optimistic
Inspiring
Confident
Fast learner
Adaptable
Creative problem solving
Reliable and professional
Good listener

CONTACT

P: +44 20 808 928 97
P: +373 683 84 333
E: o.ursu@leaderhr.org
W: www.leaderhr.org

SOCIAL

fb.me/olesea.ursu.3

@OleseaUrsu1

@people_happiness

ABOUT

Accomplished Human Resources leader with over 11+ years work experience in USA, 10 years in management, designing and directing HR initiatives that align people, process and systems with business objectives.

Interested in partnership and collaboration with organizations who view Human Resources as a strategic partner and understand that culture and employee engagement are highly correlated to achieving business results, company growth as well as sustaining long-term success.

WORK EXPERIENCE

FOUNDER & CEO

LeaderHR | Barcelona, Spain | Chisinau, Moldova | Sep 2017 - present

- providing HR consulting services for SMB
- setting up local & remote teams
- international recruitment
- creating HR departments from scratch & guiding them for growth

CO-FOUNDER, MANAGING PARTNER

The Omega Project | London, UK | Oct 2016 - May 2018

- auditing and assessing HR for companies with 1M+ revenue
- manage HR activities as well as define, lead and monitor different projects for our clients

GROUP HR DIRECTOR

Acvila Group | Chisinau, Moldova | Feb 2017 - May 2018

- created HR programs for all companies that are part of the group
- handled all Human Resources functions in a 800-employee holding
- drove employee retention programs, with an increase of 25%
- provided training in management & leadership for employees and top management

HR ADVISOR

SuperAtic | Sydney, Australia | Sep 2016 - Jan 2017

- advised and managed a rapidly growing team with responsibilities that include talent acquisition, organizational policy and design, compensation and benefits programs, and other HRMS critical for the company
- organized all employee's processes for remote teams
- led on-boarding program for the new hires & contractors

EDUCATION

- BS in Human Resources Management, Lincoln State University, UK (in progress)
- Business Administration & Management, City College of San Francisco, USA
- BS in Quality Engineering, Moldova State University, Moldova
- Finance & Business Administration Courses, San Francisco State University, USA

AWARDS & CERTIFICATE

- Coaching & Mentoring for Executives, Certificate, level 7, CMI, UK
- Management & Leadership, CMI, UK
- International Business, Certificate, City College of San Francisco, USA

LANGUAGE SKILLS

- ENGLISH 
- ROMANIAN 
- RUSSIAN 
- SPANISH 
- GERMAN 
- ITALIAN 

TECHNICAL SKILLS

ADP TotalSource, Ceridian, Paychex TLO, CRM, Microsoft Office Suite, QuickBooks, Google Docs, Taleo, SuccessFactors, Practice Fusion, Adobe Acrobat, Gusto, Zenefits, Lever, WhenIWork, Bill.com, Expensify, HelloSign, DropBox, Slack, Asana, Getflow, Husbtaff, Toggl

HEAD OF PEOPLE OPERATIONS

BloomThat | San Francisco, USA | Feb 2015 - June 2016

- built a strong & innovative cultural brand that helped company improve metrics, find talents and keep company growing
- created strategies that provided better results for different business functions and aligned with company's short and long term goals
- created HR function from scratch, later joining a PEO to reduce benefits costs and employee perks improvement

HR | PRACTICE MANAGER

Total Care Plus | San Francisco, USA | Dec 2013 - Nov 2014

- led 3 private clinics that provided physical therapy, occupational therapy, acupuncture, primary care & pain management
- managed all areas of human resources issues and payroll operations serving as a primary human resources contact for employees
- slashed payroll/ benefits administration cost 30% by enrolling and negotiating prices
- reduced the employee's turn-over rate from 67% to 23% in first year by motivating and implementing weekly and monthly training and development programs

HR | CUSTOMER EXPERIENCE MANAGEMENT PROGRAM

Banana Republic, GAP Inc | San Francisco, USA | Aug 2011 - Jan 2014

- supported the GM and other team members in managing all aspects of the store's business, focusing primarily on human resources functions: attracting, hiring, performance and disciplinary actions, training Brand Ambassadors, achieving key business goals, and delivering an exceptional customer store experience
- improved store KPI's by 10% (AT, AUR, Conversion) in just 12 months by increasing employee morale, effectively training employees, enforcing standard operating procedures, and identifying and correcting internal store issues

TRAINING & DEVELOPMENT MANAGER

Adidas Group | San Francisco, USA | March 2010 - Aug 2011

- cultivated team-oriented environment, implemented quality hiring practices, and increased staff training, resulting in improved employee morale and employee turnover rate of just 15 % on average
- reduced shrink from 1.87% to .47% in 8 months and maintained these results for 2 consecutive inventory cycles due to superior employee training, effective staffing, and enforcement of policies and procedures

ROADSIDE ASSISTANCE LEAD | CUSTOMER SERVICE

El Monte RV | Los Angeles, USA | June 2007 - Nov 2009

- provided roadside assistance and customer service to clients, by solving mechanical or technical issues of RV's
- collected and prepared information for various operational reports, billing, insurance and administrative support
- led the roadside assistance department with providing time & quality delivery of member roadside assistance needs