

Susan Ndinga

People's Experience

(+44) 7594134546
susanndinga18@gmail.com

PROFESSIONAL SUMMARY

Innovative and results-driven professional with a strong creative strategy mindset and extensive experience in **operational management** and **human dynamics**. Skilled in **creating positive work environments**, leading high-performing teams, and **driving employee engagement initiatives**.

Proven track record in successful onboarding programs and optimizing recruitment strategies through data insights. Strong relationship-building abilities with colleagues, clients, and C-suite executives.

EXPERIENCE

The Nomad's Habitat — *Founder and Concept Developer*

Oct. 2023 - Present

- **Comprehensive Policy Development:** Crafted detailed employee policies encompassing work schedules, benefits, training, and professional development to foster a supportive and efficient workplace.
- **Operational Management:** Designed an intricate operational structure with specific roles, responsibilities, and performance metrics across diverse departments such as finance, wellness, music, art, fitness, and more.
- **Strategic Partnerships and Networking:** Established partnerships with industry experts and communities, organizing workshops, events, and collaborations to enhance the facility's offerings and build a strong network.
- **Employee Empowerment and Engagement:** Focused on employee well-being through customized shift schedules, period leave, maternity support, and personal development opportunities, including equity options and investment in personal ventures.
- **Holistic and Sustainable Growth:** Integrated holistic practices and sustainability into daily operations, from mycology and gardening projects to holistic well-being services, promoting a balanced, eco-friendly, and community-focused environment.

SKILLS

- **Employee Experience:** Positive work environments, onboarding processes, employee engagement.
- **Leadership & Collaboration:** Leading and mentoring teams, strategic partnerships.
- **Communication & Engagement:** Building strong relationships, effective communication.
- **Data Analysis & Decision Making:** Data-driven recruitment strategies.
- **Employer Branding:** Attracting top talent, promoting company culture.
- **Diversity, Equity & Inclusion (DEI):** Ensuring adherence to DEI standards.

LANGUAGES

English: Native / Fluent

Italian: Native / Fluent

Spanish: Intermediate

Clarion Events for Design Shanghai, Putney Bridge — Senior Sales Executive

Oct. 2023 - Apr. 2024

- Built strong relationships with C-suite executives, exceeding sales targets.
- Developed and implemented a comprehensive strategy plan.
- Cultivated strategic partnerships and collaborated with colleagues to enhance performance.

Randstad for Google, Remote — Recruitment Business Partner

May 2022 - July 2023

- Designed and implemented **strategic hiring plans**.
- Maintained strong client relationships and provided tailored product recommendations.
- Led the **Social Committee** to boost team morale and coordinated team-building events.
- **Reason for departure:** Redundancy

Reed, East Croydon — Recruitment Consultant

Jan. 2022 - Apr. 2022

- Conducted interviews and provided candidate guidance.
- Ensured adherence to **DEI standards**.
- Specialized in talent sourcing and relationship building.
- **Reason for departure:** Account underperformance

24/8 Promotions Ltd, Angel — Head of Recruitment & Account Manager

April 2021 to Dec 2021 (10 months)

- Expanded team from 5 to 20 members, fostering a **positive work environment**.
- Developed and executed talent acquisition strategies.
- Trained and mentored HR managers.

Citi & Co., Angel — Account Manager & Account Executive

Oct 2019 to Mar 2021 (1 year, 2 months)

- Managed and recruited a team of 15, ensuring a **smooth onboarding process**.

- Conducted workshops and organized promotional events.
- Increased revenue for Shell Energy by £1 million.

EDUCATION

Yale University, Remote — NVQ L.1

2021

- Successfully completed a certified course on Introduction to Psychology from Yale University through Coursera.
- Gained a comprehensive understanding of the scientific study of thought and behavior, exploring topics such as perception, communication, learning, memory, and decision-making.

I.I.S. Luca Pacioli, Italy — GCSEs

- Studied Marketing International Relations with a language specialization, focusing on English, Spanish, and German.
- Acted as a Class and School Representative for three successive years, demonstrating leadership and organizational skills.
- Participated in international exchanges in Bretten, Zaragoza, and Brighton, enhancing cross-cultural communication and adaptability.
- Engaged in debates in Italian, English, and German on various topics, honing communication and critical thinking abilities.
- Dedicated two years to tutoring fellow students in mathematics, contributing to their academic success.

PROJECTS

SHS - Human First — Platform

- Blog
- Podcast
- Community Centre(In Progress)