

# Susan Ndinga

People Experience | Recruitment | Operations

+44 7594 134546

susanndinga18@gmail.com

---

## PROFESSIONAL SUMMARY

Innovative and results-driven professional with extensive experience in recruitment, people operations, and employee engagement. Skilled in optimizing end-to-end hiring processes, creating positive work environments, and supporting high-performing teams. Strong relationship-building abilities with leadership, clients, and candidates, with proven success in both corporate and fast-paced operational environments.

---

## EXPERIENCE

### Cyclist Delivery Rider — London

Nov 2024 – Jan 2025

- Completed fast-paced delivery routes across London, managing multiple drops while navigating traffic efficiently.
  - Demonstrated strong problem-solving skills, adapting quickly to missing information, last-minute changes, or route adjustments.
  - Maintained high resilience working in winter conditions, consistently meeting delivery targets.
  - Delivered excellent customer service through positive communication with customers and road users.
  - Ensured safe handling of goods and responsible use of equipment.
-

## **The Nomad's Habitat (now 4Honeth) — Founder & Concept Developer**

**Oct 2023 – Present**

- Developed comprehensive people policies including training, wellbeing programs, shift design, and professional development.
  - Designed multi-department operational structures with defined KPIs and responsibilities.
  - Built strategic partnerships, coordinating events, workshops, and community collaborations.
  - Prioritised employee empowerment through inclusive practices, tailored schedules, and personal-growth initiatives.
  - Integrated sustainability and holistic wellbeing into daily operations.
- 

## **Clarion Events for Design Shanghai — Senior Sales Executive**

**Oct 2023 – Apr 2024**

- Built strong relationships with C-suite executives, consistently exceeding revenue targets.
  - Developed and implemented strategic sales plans.
  - Coordinated cross-team collaborations to enhance performance and client satisfaction.
- 

## **Randstad for Google — Recruitment Business Partner**

**May 2022 – Jul 2023**

- Designed and executed high-volume hiring strategies for multiple departments.
- Strengthened client relationships through tailored solutions and ongoing communication.
- Led team-building and morale-boosting initiatives as head of the Social Committee.

- *Reason for leaving: Redundancy.*
- 

## **Reed — Recruitment Consultant**

**Jan 2022 – Apr 2022**

- Conducted interviews, candidate support, and hiring guidance.
  - Developed talent pipelines and ensured DEI compliance.
  - *Reason for leaving: Account underperformance.*
- 

## **24/8 Promotions Ltd — Head of Recruitment & Account Manager**

**Apr 2021 – Dec 2021**

- Scaled team from 5 to 20 members and created a high-performance culture.
  - Designed recruitment strategies and led HR training.
  - Managed client accounts and internal coordination.
- 

## **Citi & Co — Account Manager & Executive**

**Oct 2019 – Mar 2021**

- Managed a 15-person team and led onboarding processes.
  - Organised workshops and promotional events.
  - Increased Shell Energy revenue by £1M.
- 

## **EDUCATION**

## **Yale University (Coursera) — NVQ L.1 Psychology**

2021

- Completed a certified program exploring decision-making, perception, learning, and communication.

## **I.I.S. Luca Pacioli, Italy — GCSEs**

- Studied Marketing & International Relations with language specialisation (English, Spanish, German).
  - School representative for three consecutive years.
  - Participated in international exchanges and debate programs.
  - Tutored students in mathematics for two years.
- 

## **SKILLS**

- Recruitment Strategy & Talent Acquisition
  - Employee Experience & Onboarding
  - Leadership & Team Development
  - Customer Service & Communication
  - Data-Driven Decision Making
  - Operational Structure & Process Design
  - DEI Advocacy
  - Relationship Building
-

## **LANGUAGES**

- **English:** Native/Fluent
  - **Italian:** Native/Fluent
  - **Spanish:** Intermediate
- 

## **PROJECTS**

### **SHS – Human First Platform**

- Blog, Podcast, and Community Centre (in development).