

# HRCONNECT

CONNECTING THE DOTS

Ioana Jenssen

Business Owner, Senior HR Consultant

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## Summary

A talented HR professional, passionate and enthusiastic, oriented towards solutions and sustainable development of the most important asset of any company: its people. Providing HR consultancy services to IT&C organizations, assisting strategy construction efforts towards a healthy business growth and HR processes definitions to assure that the people are connect to the business.

10+ years of experience in HR management in IT&C field, managing company's HR strategy, a wide range of HR and business dedicated processes, an international team of 8+ members, HR corporate budgets, constantly connected to the business needs, challenges and changes to deliver outstanding results.

8 years of experience in NGOs environment, managing international, European and local projects of up to 20 people.

Bachelor degree in Sociology as well as Public Relations and Communication. Human Synergistics® Certified Consultant (assessment and team development instruments and methodology). In progress of becoming certified by CIPD (Chartered Institute of Personnel and Development), HR Diploma level.

## Experience

June 2018 – present

Business Owner, Senior HR Consultant @ HR Connect

- Providing HR consultancy services to IT&C & other domains companies, working together with high level management and HR team.
- Delivered projects to sustain business growth: designing an effective recruitment process evaluation to sustain business and market challenges; improvement plan of induction process to allow fast productivity of new employees; auditing administrative and HR processes to optimize efforts and costs; developing methodology and project management for a Stay Interviews initiative; delivered a team development program dedicated to the project management and technical leading teams with the goal to increase awareness and understanding on the importance to build strong, authentic and trust-based relationships in their delivery teams.

October 2008 – May 2018

Corporate HR Manager @ Computaris

- Managing team of 3 HR Generalists and 5 IT Recruiters across Computaris offices in Romania, Moldova and Poland.

- Creating, implementing, evaluating and improving company's HR strategy, assuring HR strategy integration within overall Business strategy. Propagating HR strategy to HR department, middle management team and across organization.
- Managing company's HR yearly budgets – creation, proposal to management, implementation, close monitoring, ROI analysis.
- Responsible for the HR management processes and procedures at company level worldwide (8 offices, 250+ employees).
- Advice and consultancy to management team related to HR issues, constant collaboration with line managers to assure fairness is maintained and similar approaches implemented across all company's business units and offices.
- Working closely with Executives in defining expected results and best-fit approaches.
- Responsible of the Employees Performance Management Process at corporate level, coordinating the HR team across organization for the annual appraisal process implementation, assuring that the process and procedures are followed, and timelines respected, along with the process quality KPIs.
- Intensively collaborating with line management across organization in addressing each employee performance and career path on an individual basis, aligning to company's policy as well as business opportunities and constraints.
- Responsible of the annual Employee Promotion and Salary Review Process – concept and implementation at corporate level.
- Responsible for aligning Comp & Ben policies across company offices as per local markets context and company decisions.
- Responsible for the L&D Process (including Induction Training Process) on a yearly basis (strategy, plan, budget) at corporate level.
- Responsible for the Recruitment Process at corporate level assuring the staffing business plans and needs are addressed with the right importance and priority by the recruitment team. Setting recruitment strategies in accordance with local offices specifics. Dealing with the whole recruitment process steps – contact to closure.
- Direct contact and contracts negotiations with recruitment agencies and other external companies providing services to boost recruitment results.
- Maintaining direct communication with company's customers in relation to building dedicated teams with specific technical requirements as well as placing personnel at customer premises.
- Responsible for the exit process of leaving employees, linking administration and employee, holding exit interviews.
- Keeping a close eye on the organization's structure raising issues related to an efficient and effective internal company organization, unclear and shared responsibilities; defining and maintaining up-to-date company's roles descriptions and organizational chart.
- Responsible for the internal communication plan (meetings, newsletter, intranet, events etc.).
- Coordinating internal social events implementation across offices (concept, budget, monitor implementation).
- Responsible for Employees Engagement Survey – start-up, monitor, results presentation and decisions based on results, constant improvement.
- Preparing, reviewing, interpreting, analysing and approving a variety of data, information and reports and making recommendations depending on findings.

- Managing office administrative aspects.
- Project Management of interdepartmental projects, such as opening new offices, relocation of existing offices, contract negotiation with building owners etc.

2004 – 2009

NGO activity

- Member of the Department of External Communication within PRIME Romania, University Representative and Communication Facilitator, participating at organizing the association projects and activities, conferences, trainings, workshops, summer/winter schools, national and european congresses.
- Member of The Association for Tourism and Ecology "Călțun" – UNESCO Club, participating in international youth projects financed by „Youth in Action” EU funds, organizing exhibitions, youth learning and experience sharing camps and other initiatives with educational and ecological character.

### **Education**

November 2018

- Human Synergistics® course for Certified Consultancy in assessment and team development instruments and methodology.

2004 – 2008

- Bachelor Degree National School of Political and Administrative Studies, Faculty of Communication and Public Relations
- Bachelor Degree University of Bucharest, Faculty of Sociology and Legal Aid

### **Foreign languages**

- Proficient English (listening, reading, interaction)
- Intermediate French (listening, reading)