

For more information and a video introduction to myself, visit my website: www.quintincoetzee.com
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RÉSUMÉ SUMMARY

- 6+ years of full-time experience in marketing, human resources, and operations.
- Master of Business Science in Marketing graduate.
- Experience working at high-growth start-ups as well as larger, more established companies.
- Passionate about people, culture, and building policies and processes in the workplace.

PROFESSIONAL EXPERIENCE

Human Resources Coordinator

Jul 2022 – Present

samdesk [\[Link\]](#)

Team size: 55

- Recruitment: drafting and posting job ads, filtering and communicating with applicants, conducting screening calls, arranging and taking part in panel interviews, and working with team leads to find the best fits.
- Onboarding: coordinating the entire onboarding process, from putting offer letters and contracts together to sourcing new team member information, adding new hires to relevant platforms, coordinating with payroll, and facilitating new hire integration during their first week, as well as monitoring their probationary period and conducting HR check-ins to ensure everything is going smoothly as they get to grips with their new roles.
- Offboarding: conducting exit interviews and facilitating staff departures.
- Overseeing the performance and compensation review process, coordinating with employees and their managers to ensure reviews are conducted on time and in a thorough manner.
- Tracking compensation and benefits, and working with the Finance Manager to ensure staff receive adjusted salaries and expensed items. This includes working with third parties in countries where we employ team members remotely (Australia and the UK).
- Coordinating employee benefit programs (including private medical plans and company stock options).
- Providing general HR support by answering day-to-day queries from all employees.
- Interpreting and explaining HR policies, procedures, laws, regulations, and standards.
- Working within the Operations Team to build, optimize, and standardize policies and procedures to add structure to the business from an HR perspective, as it grows and changes. These include documentation and guidelines related to company travel, diversity and inclusion, workplace harassment, medical benefits, and salaries.
- Coordinate employee engagement initiatives to strengthen the company culture.
- Administration of key HR systems, and coordinating leave (annual and parental).
- Supporting my team with a variety of operations-related responsibilities.

Administrative Coordinator & Executive Assistant

Mar 2021 – May 2022

Sunset Candles [\[Link\]](#)

Team size: 4

- Supported two business owners with a wide range of administrative and executive assistance duties.
- Drafted official documents and communicated via email and telephonically on behalf of the owners.
- Conducted research and compiled reports for budgets, business performance, and client satisfaction.
- Engaged with company stakeholders and acted as a spokesperson for the business.

Marketing Assistant**Aug 2017 – Dec 2021**Relocation Africa Group [\[Link\]](#)

Team size: 35

- Performed market research to gauge Relocation Africa's market position. Through competitor analysis and brand audits, strategized with the Managing Director on ways to improve the company's service offering globally.
- Maintained marketing databases, and updated them with new information when necessary.
- Responsible for overseeing the continuous general marketing functions of the business.
- Coordinated the company's Lead Generation Campaign consultants across Africa, which brought in new business to the Head Office from leads in our satellite regions.
- Kept track of marketing expenses on behalf of the division, and reported to the Finance division for the purposes of annual budget allocations.
- Supplier management, including maintaining relationships with print, design, and web development vendors.
- Facilitated conference and exhibition planning, and, working with event venue staff, ensured Relocation Africa was represented properly at trade shows and the like.
- Served as the point of contact for both internal and external marketing-related queries.
- Managed the company's online presence, inclusive of tracking and improving its SEO, social media, live webinar series, website, and corporate listings.
- Performed market research to gauge Relocation Africa's market position. Through competitor analysis and brand audits, strategized with the Managing Director on ways to improve the company's service offering globally.
- Provided ad hoc administrative support to the executive team.

Junior Campaign Manager**Nov 2016 – May 2017**Hitch Digital (Nettrade Programmatic) [\[Link\]](#)

Team size: 15

- Provided operational support for projects, acting as a contact for clients.
- Bought programmatic online advertisements, and tracked and optimized campaigns.
- Analysed data and extracted insights for client reports and future campaigns.

VOLUNTEER EXPERIENCE**Web Manager****Mar 2021 – Apr 2022****Web Coordinator****Sep 2019 – Feb 2021**

The International Social Marketing Association (iSMA)

- Responsible for all web-related matters for the association.
- Management and reviewing of volunteer web work across the main website and social media.
- Development of communications strategy with the iSMA Board of Directors.

Fibre Community Organiser**Aug 2017 – Jan 2019**

Vumatel

- Worked with the Business Development Manager to attract interest in a large residential area.
- Managed a dedicated fibre community webpage, and answered residents' questions at town halls.

Lead: Communications Hub

Jan 2016 – Dec 2016

The Marketing Association of South Africa

- Organized workshops, campus visits, and Student Engage sessions.
- Developed strategies aimed at growing MASA's student membership.
- Contributed to MASA's social media presence and corporate partnerships planning.

EDUCATION

Master of Business Science Degree

The University of Cape Town

Graduated Dec 2019

Marketing specialization

Honours Degree in Commerce

The Independent Institute of Education

Graduated Dec 2016

Brand Management focus