

## CONTACT INFO

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## EDUCATION

2017 - 2019

[THE UNIVERSITY OF CAPE TOWN](#)

- **Master of Business Science (MBSc)**  
*with published thesis*

2013 - 2016

[THE IIE](#)

- **Bachelor of Commerce (BCom)**  
*with distinction*

## HARD SKILLS

- People Ops Administration
- HRIS & ATS Management
- Recruitment & Hiring (Globally)
- Screening & Interviewing
- Offer Letters & Contracts
- Onboarding & Offboarding
- Building & Interpreting Policies
- Iterative Process Optimization
- Performance & Comp Reviews
- Benefits Administration (Globally)
- Coaching & Mentoring Managers
- DEI & Wellness Surveys
- Employee Experience & Culture
- Industrial Relations & Labor Law
- Payroll & Compliance Support
- Data Collection & Reporting

## SOFT SKILLS

- Communication & Tactfulness
- Empathy & Open-Mindedness
- Cultural Awareness & Sensitivity
- Authenticity & Transparency
- Proactivity & Prioritization
- Strategic, Analytical Thinking
- Adaptability & Resilience
- Curiosity, Learning, & Growth

# QUINTIN COETZEE

PEOPLE OPERATIONS PROFESSIONAL

## INTRODUCTORY SUMMARY

Hi there! I'm Quintin, a people-first, culture-centric, mission-driven People Ops Professional with over **10 years of progressive experience** working with diverse, innovative, global teams. I have experience with hiring, building policies and processes, and supporting teams at high-growth, fast-paced, **SaaS startups, and established companies**. Having worked for businesses based in South Africa, the USA, and Canada, I bring a unique, global perspective to my work. For a [video introduction, you can click here](#). For practical examples of my People Ops experience, please view my [Google Sheet of Experience](#), and my [personal website](#), for insights into my values, expertise, methodology, and more.

## WORK EXPERIENCE

### RGX

2024

People & Culture Specialist Advisor (Contract) United States (*remote*)

- My first consulting client (a US-based SaaS tech startup with a global team). Responsible for building specific projects, within a set time frame.
- Managing a complex, month-long industrial relations and conflict resolution process (involving multiple team members, both senior and junior), while being entrusted to simultaneously build the company's first interpersonal relationship management framework policy and process.
- Rebuilding the business' hiring process entirely, focusing on creating a recruitment and hiring funnel that brings about increased hiring efficiency, and improved candidate experience, across teams based all around the world (including in the US and Mexico).
- Fully migrating the HRIS/ATS system from Workable to BambooHR, working with the external Implementation Representative to migrate sensitive employee data. Training senior team members on the platform.
- Providing senior leadership with key advice on how to tweak and enhance the overall company culture to get it to where they want it to be.

### Samdesk

2022 - 2024

People & Culture Coordinator Canada (*hybrid; living in Alberta*)

- Managing all People Ops functions across the employee lifecycle, reporting directly to Senior Leadership, at a 65-strong, diverse, global SaaS tech startup. This included a large workload, and lots of autonomy.
- Managing and enhancing hiring, including bringing on board 28 team members across 7 teams, including technical and non-technical roles. Drafting ads, hosting phone screens and video interviews, negotiating offers, and drafting contracts. Hiring globally, across 8 diverse countries.
- Onboarding all new hires, including sourcing documents, ordering equipment, accommodating special needs, payroll, sending welcome packs, drafting Success Plans, and coordinating with hiring leads to ensure smooth integration and an excellent candidate experience.
- Offboarding all staff, conducting exit interviews, and manager debriefs.
- Tracking trends in metrics to inform People strategy, and continuously build new, and improve existing, People-first policies and processes, as well as identify workflow efficiency changes to suit our growth trajectory.
- Administering the Remote.com Employer of Record (EOR) platform.
- HRIS and ATS (BambooHR) data maintenance, and invoice approvals.
- Learning and growth support, provided continually, across departments.
- Benefits administration, including health insurance and stock options.
- Annual performance and compensation review process management.
- Coaching and mentoring team leads and employees through training, cultural alignment, performance issues, and breaches of policy.
- Diversity, Equity, and Inclusion, and wellness surveys to support cultural improvement for a dispersed, remote team of highly talented individuals.

## CORE VALUES

- Authenticity
- Empathy
- Humility
- Open-mindedness
- Growth
- Good Communication
- Equality

## APP PROFICIENCY

(Note: this list is not exhaustive)

- BambooHR & Workable
- Remote.com & Qtac
- Google Workspace
- Microsoft Outlook & 365
- Slack, Zoom, Teams, & Meet
- Asana, Basecamp, & Kroolo
- SimplePay, Xero, & Paychex
- TalentLMS
- SurveyMonkey & Google Forms
- LibreOffice & WPS Office
- Calendly, Whova, & Any.do
- WebinarJam
- Tugboat Logic & Vanta
- WordPress & ConcreteCMS
- Canva, InDesign, & VSDC

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PEOPLE OPERATIONS PROFESSIONAL

## WORK EXPERIENCE (CONTINUED)

### Sunset Candles

2021 - 2022

People Operations Coordinator

South Africa (*hybrid*)

- Recruitment and hiring support during a time of restructuring. Provided with a large degree of autonomy and trust while accomplishing goals, at a very well-established local manufacturing company.
- Supporting the full employee lifecycle, including during onboarding, shift changes and promotions, and offboarding.
- Researching and staying up-to-date with South African labor laws, and making recommendations to leadership on any changes to be made or pertinent insights relating to their type of business and industry. This included diving into the Basic Conditions of Employment Act (BCEA) and the Employment Equity Act (EEA).
- Maintenance, securing, and digital collation of sensitive employee data.
- Organizing cultural and employee wellness initiatives with the goal of developing and maintaining our already very positive culture.
- General admin, ad hoc, reporting directly (for all responsibilities) to two extremely busy Co-Founders, including some more recent consulting.

### Relocation Africa

2017 - 2020

General Admin Specialist & Executive Assistant

South Africa (*hybrid*)

- Providing continual People Operations (HR) support to the HR Manager. Notably, including with recruiting and hiring across 35 very distinct and diverse African countries; organizing employee well-being initiatives; and implementing cultural programs, company-wide. (*This is where my interest in moving full-time into the People Ops space first developed*).
- Providing Executive Assistance to an extremely busy Managing Director, including screening calls and emails, booking international travel, and representing the MD in high-level meetings they could not attend.
- Stakeholder management and partnership development, building rapport with major international organizations including EuRA, FIPSA, and The British Chamber, and HRworks.
- Researching and interpreting immigration and mobility industry policies, for employee transfers to ensure procedural compliance.
- Tracking divisional finances, and reporting on performance, including creating slide decks for Board meetings, for annual budgeting purposes.