

## CONTACT

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## EDUCATION

2017 - 2019

THE UNIVERSITY OF CAPE TOWN

- Master of Business Science (MBS)

2013 - 2016

THE IIE

- Bachelor of Commerce Honours

## HARD SKILLS

- People Ops Administration
- HRIS & ATS Management
- Recruitment & Hiring (Globally)
- Screening & Interviewing
- Offer Letters & Contracts
- Onboarding & Offboarding
- Building & Interpreting Policies
- Process Optimization
- Performance & Comp Reviews
- Benefits Administration
- Coaching & Mentoring
- DEI & Wellness Surveys
- Employee Experience
- Cultural Initiatives
- Researching Labour Legislation
- 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

# QUINTIN COETZEE

PEOPLE OPS / PEOPLE & CULTURE PROFESSIONAL

## SUMMARY

Hi there! I'm a passionate People Operations Professional with over 7 years of full-time experience working with diverse, innovative, global teams. I have experience with hiring, building policies and processes, and supporting teams at high-growth, fast-paced, fully remote startups, as well as more established companies. Having worked for businesses based in South Africa, the United States, and Canada, I bring a unique, global perspective to my experience. For practical examples of my People Operations experience, please view my ['Google Sheet of Experience'](#), covering the depth and breadth of my People career, and my [personal website](#), for insights into my values and personality.

## WORK EXPERIENCE

### Samdesk

2022 - 2024

People & Culture Coordinator

Canada (and Remotely from SA)

- Managing all People Operations functions across the employee lifecycle as the sole 'People person' at a 65-strong, diverse, global tech startup. This included a large workload, and a high level of autonomy and trust.
- Managing and enhancing hiring, including by using **Remote**, of 28 team members across 7 teams. Drafting ads, hosting phone screens and video interviews, negotiating offers, and drafting contracts. Hired in Canada, the US, the UK, Ireland, Spain, Malaysia, New Zealand, and Australia.
- Onboarding all new hires, including sourcing documents, ordering equipment, accommodating special needs, 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 data trends to inform People strategy, to continuously build brand new, and improve existing, People policies and processes and identify workflow efficiency changes to suit company growth.
- 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 talented individuals.

### Sunset Candles

2021 - 2022

Human Resources & Admin Coordinator

South Africa

- Recruitment and hiring support during a time of restructuring.
- Supporting the employee lifecycle, including during onboarding, shift changes and promotions, and offboarding.
- Researching and staying up-to-date with local employment legislation.
- Maintenance and secure digital collation of sensitive employee data.
- Organizing cultural and wellness initiatives to develop our culture.
- Executive assistance and admin for two extremely busy co-founders.
- The above includes some more recent consulting.

### Relocation Africa

2017 - 2020

Marketing Specialist & Executive Assistant

South Africa

- General marketing strategy, competitor analysis, and market research.
- Stakeholder management with EuRA, FIPSA, and The British Chamber.
- Tracking the marketing budget and reporting on performance.
- Executive assistance to the Managing Director, including representing them in meetings, screening calls and emails, and booking global travel.
- HR support for the HR Manager (for staff wellness and hiring admin).