



CURRICULUM VITAE

LIAM GODFREY

CPHRM, CPM

HUMAN RESOURCES PROFESSIONAL ADMINISTRATION & OPERATIONS SPECIALIST

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PROFILE

A highly motivated and results-driven HR professional and administrative specialist with ten years' hands-on personnel management experience within fast-paced organizations, multinational project teams and International Organizations.

A keen and quick learner with a strong work ethic and a proven track record of delivering HR excellence through combining subject matter expertise with outstanding organizational, analytical, and interpersonal skills. Naturally helpful, customer-focused, and capable of adapting to any kind of environment. Comfortable working with colleagues and stakeholders at all levels of seniority.

PERSONAL INFO

Full Name: Liam Godfrey
Date of Birth: 06.08.1986
Place of Birth: Bury, UK
Nationality: British
Work permit: B
Family Status: Married, one child
Driver's License: Category B
use of own vehicle
Availability: Immediate/flexible

PROFESSIONAL EXPERIENCE

HR Services Specialist 2014-2018
NATO Munich, Germany

Providing a comprehensive range of HR services to the NATO EF2000 & Tornado fighter jet programs with a strong focus on recruitment, workforce planning and performance management. Working to tight deadlines within a small corporate services team in a demand-lead multi-cultural environment, my busy role required a high level of adaptability to find solutions to best fit the organization's needs. At NATO I was responsible for the successful delivery of the following objectives:

- Management of high-volume recruitment campaigns
- Full life cycle HR operational/administrative support, from hire to retire
- Maintenance of HR systems (PeopleSoft) and personnel files
- Creation of employment contracts, amendments and extensions
- Liaison with national authorities (residence permits)
- Conducting first day inductions, arranging training and site access
- Acting as focal point for HR policy questions for staff and management
- Providing workforce post reports to senior management and NATO HQ
- Organization and delivery of graduate placements and internships

HR Advisor & Service Quality Officer 2008-2014
UK Ministry of Defence Manchester, UK

As one of the largest Shared Service Centers in Europe, Defence Business Services (DBS) provides a range of corporate services to over 40,000 customers worldwide. Initially hired as an HR Advisor with HRIS/ATS superuser responsibilities, my role provided support to over 15,000 recruitment campaigns per year. I subsequently assumed further responsibilities such as performance data reporting and duty management of the HR Service Center in addition to the duties below:

- Providing accurate policy and procedural advice to management
- Administration of several HR, recruitment and payroll systems
- Providing guidance to internal and external candidates end-to-end
- HRIS focal point and designated liaison officer for technical depts
- Tracking daily, weekly and monthly HR Service performance metrics
- Assessment of KPIs, sharing results and actions with senior leadership
- Identifying issues or process failures affecting the HR Service Centre

SKILLS & EXPERTISE

End-to-end recruitment support
HRIS/HRMS Superuser
Vast Oracle/PeopleSoft experience
ATS Manager & System Administrator
Strong written and verbal communication skills to all audiences
MS Office advanced user
Organizational development
Process optimization
Solution focus
Pragmatism
Resilience
Dependability
Creativity
Flexibility
Discretion

LANGUAGES

English
Full professional proficiency
Mother tongue

German
Limited professional proficiency

French
Limited professional proficiency

Croatian (Serbian, Bosnian)
Basic conversational proficiency

INTERESTS

Learning new skills
Property renovation and restoration
Travel
Sailing
Cooking
Website development
Reading
My family

PROFESSIONAL EXPERIENCE CONT.

Customer Support Specialist 2007-2008
Aviva Group plc Manchester, UK

Employed by the UK's largest general insurance company as part of their automotive services business, an organisation comparable with TCS. A demanding role that required a cool head, excellent customer service skills, an aptitude to understand and interpret company policy and procedures and the ability to find solutions to best fit customers' needs. In this role I was responsible for the following tasks in the company's Breakdown Assistance Centre:

- Administration of customer information using a number of internal membership and policy databases
- Responding to a wide range of customer enquiries
- Logging of information into the customer and dispatch databases
- Assessment of requirements and dispatch of mobile patrol vehicles
- Liaison with emergency services and traffic/highway authorities in cases involving heightened danger (RTCs and highway breakdowns)
- Signing up of new customers, providing quotations, reading policies and authorising payments by telephone

EDUCATION & TRAINING

**Swiss School of Business and Management
in cooperation with the University of Zagreb**
Project Management (CPM) completed 2022

University of California, Irvine
Human Resources Analytics completed 2022

**Swiss School of Business and Management
in cooperation with the University of Zagreb**
Human Resources Management (CPHRM) completed 2022

Accrington & Rossendale College
Diploma in Public (Uniformed) Services completed 2005

Accrington & Rossendale College
Advanced Computer Literacy & IT completed 2004

CAREER BREAK (2018-Present)

In support of my wife's career in the pharmaceutical industry which subsequently brought us to Switzerland, I resigned from government service at the end of my fixed-term contract with NATO to provide care for our young child. As our child has now fully settled into his daycare setting and as such I am now able, ready, and motivated to return to the workplace.

During this period I have pursued a long-held ambition of buying and restoring stone properties in Dalmatia both as a hobby and a business. Additionally, I have recently completed courses of study in Human Resources Management, HR Analytics and Project Management.

I am currently using my time to improve my German language proficiency via private tuition which I intend to continue via evening classes.