

CURRICULUM VITAE

Name: Joely Michelle Goddard

Address: 12 Church Road, Bromley, Kent, BR2 0HP

Date of Birth: 16 July 1968 (32)

Education: Holy Trinity Convent, Bromley, Kent (1986)
2 A Levels, Biology/English
10 O Levels including English & Maths

Champneys College of Health and Beauty (1987)
BABTAC/CIDESCO

Bromley Technical College (evening class, 1989)
Btec Diploma, Understanding Marketing

Career History:

Sep 99 – to date **Origin HR Consulting Ltd, London** (part of the Blomfield Group)
Client Services Manager

Recruited as part of a initial two person team to develop an recruitment outsourcing subsidiary.

In an increasingly competitive marketplace, using external developers, we built a unique application using web-based technologies to manage complex recruitment processes. The Origin service is a combination of this sophisticated system called 'e-source' and experienced recruiters.

Clients are attracted to the service as it reduces the dependency on traditional recruitment agencies and allows the client to attract candidates via other channels, thus reducing costs.

Initially my role included assisting in the following aspects:

- Business planning
- Definition of product offerings
- Market and client identification
- Goal setting
- Liaison with design agency to create logos, positioning statement, teaser campaign etc.
- Internal presentations
- Database design and development
- User acceptance testing
- Extensive liaison with external developers

Responsibilities:

- Generate sales through cold calling and marketing
- Conduct initial concept presentations, explaining the various service offerings, the benefits and analyse clients specific requirements
- Demonstrate the 'e-source' system and answer questions relating to the functionality
- Outline the implementation plan and identify corporate sponsors
- Work with clients to ensure problem resolution and the smooth integration of the new recruitment service
- Train and integrate on-site staff
- Train clients recruiters and preferred suppliers in the use of the 'e-source'
- Interface with the external developers to accommodate any modifications to the system and define management reporting requirements
- Document the implementation process, including briefing guides, service level agreements and contracts

Mar 95 – Aug 99

Robert Walters Plc, London

Resource Solutions, Client Services Manager (Jan 99 – Aug 99)

Responsibilities:

- To maintain the long term relationships with CSFB and Goldman Sachs through operational excellence
- To identify potential areas of new business development
- To manage on-site teams, ensuring good service and continuous improvement
- To provide conflict resolution
- To liaise with RW business divisions to ensure maximum profitability
- Staff recruitment, training and development strategy

Resource Solutions, Team Leader (Apr 98 – Dec 98)

Responsibilities:

- To implement the managing vendor service for the provision of temporary staff to Goldmans Sachs (operations/finance/support)
- Recruit, train and develop a on-site team

Banking Operations Contract, Manager (May 97 – Mar 98)

Daily management of 10 consultants and 2 support staff.
Increased the number of temps working to 500, billing £900K per quarter.

Banking Operations Contract, Team Leader (Sep 96 – Apr 97)

Post IPO, responsibilities included growing a team to 4 consultants, training, development and appraisals.

Banking Operations Contract, Consultant (Mar 95 – Aug 96)

Top 3 consultant within 12 mths, average billing £475K pa.

Mar 94 – Feb 95 **BUPA, London (Contract)**
Procurement Assistant

Jan 91 – Feb 94 **Smith Barney, London** (now Salomon Smith Barney)
Apr 90 – Dec 90 Travelled extensively around Australia, Thailand, USA and South
Pacific

Oct 89 – Mar 90 **Generator Advertising, London**
Mar 88 – Sep 89 **Champneys Club, London**
Aug 87 – Dec 87 **Clarins UK, London**

Interests: Films, snow ski-ing and boarding, motor-racing, theatre, socialising
and travel.