

CATH JONES

PEOPLE OPERATIONS MANAGER 📍 SYDNEY, AUSTRALIA

◦ DETAILS ◦

Sydney
Australia
cath@bitgirl101.com

◦ LINKS ◦

[LinkedIn](#)
[Website](#)

◦ SKILLS ◦

Communication Skills
Leadership
Project Management
Relationship Management
Employee Recruitment & Retention
Business Process Improvement
Policy and Process Management
HR Compliance
Coaching & Mentoring
Elixir
Ruby on Rails
SASS

👤 PROFILE

I am a passionate and experienced People Operations Manager for tech start-ups and scale-ups. I am excited about creating people-centred employee experiences by adapting product management techniques. Adept in creating policies and procedure based on data-driven insights that improve employee productivity and retention.

📁 EMPLOYMENT HISTORY

People Operations Manager at Buildkite, Remote

May 2018 — December 2020

Reporting directly to the CEO and later the Head of People I was responsible for delivering upon the company's people operations needs including hiring, employer branding compensation structures, onboarding, policy development, equity and belonging and company events. I developed our employer brand and managed the project for the delivery of our careers site. I developed a hiring process that allowed us to provide a positive candidate experience and minimise biases that resulted in us fostering an engaged and diverse talent pool. I assisted with onboarding team members remotely across APAC, EMEA and North America and developed an understanding of the complexities of international HR. I have created performance management frameworks as well as learning and development opportunities. I developed policies and procedures based on industry best practices and legislative requirements to drive engagement and employee retention. I have helped to coach team members on interviewing and conflict resolution as well as coaching on asynchronous communication and remote work.

Contract Digital Marketing Manager at Bitgenics, Remote

October 2017 — March 2018

As a part-time digital marketing manager at Bitgenics, I was responsible for engaging with our users and building brand and product awareness. I managed our social media content strategy across Twitter Facebook and LinkedIn and doubled our Twitter followers in 6 months by analyzing data points and adjusting our strategy accordingly. I also implemented Google tag manager in our single page React site to gain a better understanding of our user's behaviour and to drive continuous improvements to our site.

Delivery Manager at Expert360, Sydney

January 2017 — September 2017

As a delivery manager, I work with multidisciplinary teams as a servant leader to improve and support agile practices at all levels of the organization. I helped guide our ways of working, career leaders, learning and development, hiring and technical onboarding. I helped the company achieve a successful 13 Million series B raise in July 2017 by improving and supporting agile practices in our delivery teams.

Software Developer at Digital Transformation Office, Sydney

November 2015 — December 2016

As a software developer at the Digital Transformation Office, I assisted with quickly scaling our engineering team by working alongside our Head of Engineering and HR. I conducted technical interviews and assisted with onboarding engineers. I helped foster a culture of learning and sharing through organising Guilds of practice. Outside of this, I worked to prototype complex applications rapidly based on user needs. After validating and quickly iterating on our prototype, I have created usable, semantic and accessible front end interfaces while working in cross-functional agile teams.

○ **Contract Front End Developer at Airtasker, Sydney**

September 2015 — October 2015

As a short term contractor at Airtasker, I assisted with the rebranding of their website in 2015. This project involved working on an existing React.js application to restructure the layout and write new maintainable style sheets. Working alongside the creative director and Design team, I quickly interpreted and implemented modular and responsive designs to meet a tight launch deadline.

○ **Head of Operations at Fame & Partners, Sydney**

February 2015 — August 2015

As the Head of Operations, I reported to the CFO and was responsible for the day-to-day operations of the business. This included defining staff KPI's, performance measures and management as well as managing commercial arrangements with vendors for infrastructure and tooling. In this role, I have gained experience in selecting, setting up, defining, documenting and communicating supporting toolsets in line with established support processes. I have worked independently and under tight deadlines, to determine priorities, analyse data and quickly respond when faced with new and complex tasks.

🎓 **EDUCATION**

○ **Bachelors of Commerce and Arts, Macquarie University, Sydney**

August 2018 — Present

Currently completing my Bachelor's Degree part-time with a major in HR and Gender Studies. I am focusing on the economics of discrimination as well as organisational psychology, strategic HR, change management, workplace relations and international HR.

○ **Certificate User Experience , Academy Xi, Sydney**

October 2016 — February 2017

○ **Diploma of Website Development, TAFE NSW, Sydney**

February 2012 — November 2013

📄 **REFERENCES**

- References available upon request