

SOPHIE VIJAYASINKAM

HR & PEOPLE OPERATIONS PROFESSIONAL



PORTFOLIO



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EDUCATION

- CIPD Level 5 Associate Diploma in People Management**
Avado Learning (online) · Jun 2026 – present, expected 2027
- B.A. Politics & Governance**
Toronto Metropolitan University · 2011 – 2015

COURSES

- AI Applications in People Management
- Google AI Essentials
- LinkedIn Learning

SKILLS

- Employee lifecycle
- Recruitment & onboarding
- Payroll & benefits
- Absence & performance
- Employee relations
- Policy & documentation
- HRIS & reporting
- AI-assisted HR admin

TOOLS

- Microsoft 365
- BambooHR
- ChatGPT / Copilot / Claude
- LinkedIn Recruiter
- Sage payroll

[PROFILE]

HR and People Operations professional with nine years' experience, including seven running the full employee lifecycle for a fast-growing technology company handling recruitment, onboarding, payroll data, absence and employee relations. Progressed from HR Administrator to HR Officer, reporting directly to the executive team. Now completing the CIPD Level 5 Diploma and applying AI and automation to HR administration, with confidential data handled properly.

[PERSONAL PROJECTS]

- ✓ **HR Policy Assistant** — Private Q&A over a sample employee handbook; answers cite the clause and route personal questions to HR.
- ✓ **Onboarding automation** — Forms + Power Automate new-starter journey: documents, IT access, 30/60/90-day check-ins.
- ✓ **AI screening pilot** — Scorecard-based evidence summaries compared with manual review to test consistency and bias.

[EXPERIENCE]

Aiddrivers Ltd · London, UK

Jan 2021 – May 2025

HR Officer

- Led the HR function as the company scaled, reporting directly to the executive team on headcount, people risk and employment matters.
- Owned the full employee lifecycle from offer to exit, contracts, onboarding and induction, probation, changes, absence and return-to-work, performance processes and leavers.
- Ran recruitment coordination end-to-end for engineering and operational roles: agency, linkedin campaigns and direct sourcing, interview scheduling, candidate communication, offers and right-to-work checks.
- Supported managers through disciplinary, grievance and capability processes with investigation notes, documentation, timelines and policy guidance, ensuring fair and consistent handling.
- Administered monthly payroll changes and benefits with Payroll and Finance, so starters, leavers, salary changes and absence were reflected accurately and on time.
- Drafted and maintained policies, the staff handbook, employment documentation and formal letters, keeping them current with UK employment law.
- Provided first-line HR advice to executives, managers and employees, handled sensitive matters with judgement and discretion, and produced the headcount, absence and recruitment reporting that senior management used for planning and audit.

[EXPERIENCE (CONTINUED)]

Aidrivrs Ltd · London, UK

Aug 2018 – Dec 2020

HR Administrator

- Established HR administration for a start-up that had none: employee records, contract and letter templates, onboarding packs, absence and probation trackers.
- Coordinated interview scheduling, candidate correspondence and new-starter induction across a growing hiring pipeline.
- Maintained payroll and benefits data and prepared monthly changes for Finance.
- Handled employee queries and routine HR correspondence, escalating where judgement was needed. Supported the leadership team with office and operations administration.

Digirobotics Ltd · London, UK

Sep 2016 – Jul 2018

Marketing Assistant & Admin

- Ran diary, correspondence and deadlines for the PR Executive and supported the leadership team's external engagements, acting as first point of contact for partners and agencies.
- Coordinated the company's presence at international trade shows including TOC Europe and GITEX, stand logistics, attendee scheduling, briefing packs and on-the-day support and represented the company to visitors and prospects.
- Produced presentations, reports and stakeholder communications to a standard used directly with customers, partners and investors.
- Managed vendor and agency relationships for campaigns and events, from briefing through to delivery and invoicing.
- Built and maintained the contact and document records that gave the marketing and executive teams one reliable source of truth.

Affinity Global · Toronto, Canada

Oct 2013 – Oct 2016

Collection Agent → Senior Collection Agent

- Managed a portfolio of delinquent consumer accounts end-to-end: investigated disputes, verified balances and negotiated repayment plans within regulatory limits and company policy.
- Acted as escalation point for complex and contested accounts, resolving customer concerns while protecting the relationship and the recovery outcome.
- Consistently met or exceeded monthly recovery and quality targets, with audited accuracy of records, notes and payment documentation.
- Handled personal and financial data under strict confidentiality and compliance requirements [The discipline later applied to HR records].
- Supported and coached newer agents on negotiation approach and compliant call handling.