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## CV: Priya Patel

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### Priya Patel

123 High Street, London, SW1A 1AA | 07700 900123 | priya.patel@email.com | LinkedIn: linkedin.com/in/priyapatelhr

### Personal Statement

A highly accomplished and results-driven HR professional with nine years of progressive experience in complex, fast-paced financial services environments. Proven expertise in strategic HR business partnering, talent management, employee relations, and organisational development. Seeking to leverage a strong track record of enhancing HR efficacy and driving business objectives to contribute significantly to HSBC UK as a Senior HR Business Partner.

### Core Skills

- **Strategic HR Business Partnering:** Workforce Planning, Organisational Design, Change Management, Talent Acquisition & Retention, Succession Planning.
- **Employee Relations & Engagement:** Conflict Resolution, Grievance & Disciplinary, Performance Management, Employee Wellbeing, DEI Initiatives.
- **HR Operations & Analytics:** HRIS Management (Workday, SAP SuccessFactors), Data Analysis, Policy Development, Compliance (GDPR, Employment Law).
- **Leadership & Communication:** Stakeholder Management, Coaching & Mentoring, Presentation Skills, Cross-functional Collaboration, Negotiation.
- **Project Management:** HR Transformation, Process Optimisation, Programme Implementation, Budget Management.

### Work Experience

**HR Business Partner** | Lloyds Banking Group, London

*September 2019 – Present*

- Partnered with senior leaders across Retail Banking and Digital divisions (c. 3,500 employees) to develop and implement HR strategies aligned with business goals, resulting in a 15% improvement in departmental performance metrics.
- Led the HR workstream for a major digital transformation project, successfully migrating 800 employees to new roles and systems, achieving a 95% employee retention rate post-transition.
- Designed and delivered targeted talent development programmes, identifying and fast-tracking 25 high-potential individuals, reducing external recruitment costs for leadership roles by £150,000 annually.
- Managed complex employee relations cases, including disciplinary, grievance, and redundancy processes, reducing average resolution time by 20% and mitigating legal risks.
- Utilised HR analytics to identify key trends in employee turnover and engagement, implementing data-driven interventions that decreased voluntary attrition by 8% within 12 months.

**HR Advisor** | Barclays, London

*June 2016 – August 2019*

- Provided comprehensive HR advice and support to c. 1,200 employees and managers within the Corporate Banking division, ensuring compliance with company policies and employment legislation.
- Facilitated the annual performance review cycle, coaching managers on effective goal setting and feedback techniques, leading to a 10% increase in performance management effectiveness scores.
- Contributed to the development and implementation of a new onboarding programme, improving new hire satisfaction scores by 20% and reducing time-to-productivity by 1 week.
- Managed recruitment campaigns for specialist roles, successfully filling over 50 positions within challenging deadlines and achieving a 90% offer acceptance rate.

**HR Assistant** | Deloitte, London

*September 2014 – May 2016*

- Supported the HR team across various functions, including recruitment administration, HRIS data management, and employee queries for a client base of 5,000+ employees.
- Processed monthly payroll changes and benefits administration with 100% accuracy, ensuring timely and correct compensation for employees.
- Assisted in the coordination of training and development initiatives, scheduling workshops and managing participant registrations for over 20 programmes annually.

**Education**

**MSc Human Resources Management** | London School of Economics and Political Science (LSE), London

*September 2013 – September 2014*

- Dissertation: "The Impact of Digitalisation on Employee Engagement in Financial Services"

**BA (Hons) Business Management (First Class Honours)** | University of Manchester, Manchester

*September 2010 – June 2013*

**Professional Qualifications**

**CIPD Level 7 Advanced Diploma in HR Management** | Chartered Institute of Personnel and Development (CIPD)

*Completed: July 2014*

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**Cover Letter: Priya Patel**

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Priya Patel

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[Date]

Hiring Manager

HR Department

HSBC UK

8 Canada Square

Canary Wharf

London

E14 5HQ

**Dear Hiring Manager,**

I am writing to express my enthusiastic interest in the Senior HR Business Partner position at HSBC UK, as advertised on [Platform where you saw the advert, e.g., LinkedIn]. With nine years of dedicated experience in strategic HR roles within the financial services sector, including my current tenure as an HR Business Partner at Lloyds Banking Group, I am confident that my proven ability to drive organisational effectiveness and foster a high-performance culture aligns perfectly with the requirements of this challenging and rewarding role.

My career has been defined by a commitment to partnering with senior leadership to translate business objectives into impactful HR strategies. At Lloyds Banking Group, I successfully led the HR workstream for a significant digital transformation, ensuring a 95% employee retention rate for 800 transitioning staff and mitigating potential disruption. Furthermore, my strategic talent development initiatives identified and fast-tracked 25 high-potential individuals, leading to annual savings of £150,000 in external recruitment costs for leadership positions. I am adept at leveraging HR analytics to inform data-driven decisions, which enabled me to reduce voluntary attrition by 8% within a year by implementing targeted interventions.

HSBC's commitment to fostering a diverse and inclusive culture, alongside its ambitious digital transformation agenda, deeply resonates with my professional values and expertise. I am particularly drawn to your focus on employee wellbeing and talent development, areas where I have consistently delivered tangible results. My experience in complex employee relations, organisational design, and change management within large, regulated environments like Barclays and Deloitte has equipped me with the resilience and strategic foresight necessary to navigate the dynamic landscape of a global financial institution like HSBC.

I am eager to bring my comprehensive skill set, including my CIPD Level 7 qualification and experience with Workday, to contribute to HSBC UK's continued success. Thank you for considering my application. I have attached my CV for your review and welcome the opportunity to discuss how my experience and passion for strategic HR can benefit your team.

Yours sincerely,

Priya Patel