

NIKKI

Operations & Talent Acquisition Manager

Cape Town, South Africa • Dual Citizenship (South Africa / Taiwan)

PROFESSIONAL SUMMARY

Versatile Operations and Recruitment professional with a strong track record of building scalable infrastructure for startups and international agencies. Specialist in streamlining complex workflows, implementing global talent strategies, and managing cross-functional business operations within the FinTech, SaaS, and Construction sectors. Expertise in integrating advanced tech stacks (HubSpot, Notion, Zapier) to drive efficiency and data-driven decision-making.

KEY SKILLS

Core Competencies:

- Full-Cycle Global Recruitment
- Operational Workflow Engineering
- SOP & Infrastructure Development
- Financial Operations & Payroll
- Brand & Marketing Management

Tech Stack Highlights:

- CRM: HubSpot, Zoho, LinkedIn Recruiter
- Automation: Zapier, Airtable, Notion
- Finance: Xero, Stripe, Baremetrics
- HR/ATS: Manatal, Itrix, Checkr

- Advanced Data Analytics (KPIs/ATS)

PROFESSIONAL EXPERIENCE

International Executive Coaching & Specialized Recruitment Group

May 2024 – Present

Operations Manager | US Construction Division

- Reengineered core operational workflows to improve efficiency, data accuracy, and delivery speed across US markets.
- Reduced operating costs by eliminating redundant systems and optimizing software/process spend.
- Centralized commission tracking, payroll, invoicing, and credit control into an auditable finance framework.
- Implemented live KPI and performance reporting for leadership decision-making.
- Built scalable onboarding and SOP infrastructure in Notion to support rapid team expansion.

Operations & Brand Manager | Leadership Performance Venture

- Led full startup build of operations from zero infrastructure to fully integrated live systems.
- Designed and deployed HubSpot as the central operating system for members, coaches, and international events.
- Managed end-to-end financial operations including billing, revenue tracking, and reconciliation.
- Directed brand execution across websites, social media, and digital assets in partnership with external vendors.
- Led operational delivery of nomadic retreats including international logistics, supplier management, and client experience.

Global FinTech & Blockchain Recruitment Firm

March 2022 – May 2024

Senior Recruiter & Operations Manager

- Billed over R4.1 million in placements and successfully placed 97+ roles from entry to senior management across SA, EMEA, and North America.
- Designed and executed APAC-wide talent acquisition strategies aligned to business growth objectives.

- Built scalable talent pipelines through advanced sourcing, talent mapping, and market intelligence within FinTech and Crypto sectors.
- Partnered with Corporate Strategy and M&A teams on complex hiring programs and organizational design.
- Trained hiring managers on structured recruitment planning and candidate engagement techniques.

Recruiter & Talent Sourcer

- Led full-cycle recruitment including job advertising, interviewing, offer negotiation, and onboarding.
- Automated recruitment software resulting in improved workflow efficiency and reporting accuracy via ATS analytics.
- Advised on software selection, led system implementations, and mentored junior recruiters to improve delivery standards.
- Managed project budgets, invoicing, and supplier performance with full financial control accountability.

Recruitment Administrator & Marketing Assistant

- Managed ATS administration and provided executive support to the CEO regarding scheduling and international travel.
- Created digital marketing campaigns (SEO content, newsletters, blogs) to drive brand visibility.
- Managed HR policy rollout, internal IT setup, and training delivery for new staff.

EDUCATION

Master of Business Administration (MBA) – In Progress (Distance Learning)

Australian Institute of Business (AIB), Australia (Expected 2026)

Bachelor of Psychological Science and Business (Psychology & Strategic Marketing)

Monash University (Australia), Malaysia (2021)

National Senior Certificate

Herschel Girls High, Cape Town (2017)

4 Distinctions: Geography, Consumer Studies, Business Studies, English Home Language

CERTIFICATIONS

Tech Recruitment (DevSkiller) Events Management (University of Cape Town) APSO Talent Sourcing (The Talent Hunter)
Social Media Marketing (University of Cape Town)

LANGUAGES

- **English:** Native (C2)
- **Mandarin:** Conversational (B1)
- **French:** Basic (A1)

LEADERSHIP & HOBBIES

Leadership: Former Vice President of Monash University Basketball Club; General Secretary of Culebre; Captain of Team Monash Basketball; Head of Library (Herschel Girls High).

Hobbies: Basketball, Running, Hiking, Padel, Gaming.