



NICOLE FRANKS

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PROFILE

Talent Acquisition Specialist | Team Leader | Client Relationship Manager with over 16 years of experience specializing in international recruitment, headhunting, managing multiple client relationships with a focus on high quality, customer experience and Human Resources. Proven expertise in sourcing and attracting top talent across Europe, Africa, and across the World, building diverse talent pipelines, and delivering exceptional client and candidate experiences. Experienced in both high-volume recruitment and niche roles, with a strong emphasis on creating a seamless onboarding process and maintaining high service levels as well as professional and thorough communication with the candidate and client. Adept at managing recruitment teams remotely and building cross-functional relationships in multicultural environments. I am passionate in finding the right talent and matching candidates with their next opportunity.

WORK EXPERIENCE

Talent Acquisition Specialist | Recruiter Team Leader | Client Relationship Manager (Remote - Full time)

Cross Border Talents, Lisbon, Portugal | Working remotely from South Africa
December 2021 – Present

- Lead and develop a team of international recruiters, in sourcing techniques, recruitment steps, motivation, mentorship and follow up.
- Managing full-cycle recruitment processes for our clients across Europe as well as building and maintaining a relationship with our client to prioritise their needs with high quality.
- Source top-tier talent across diverse sectors, meeting hiring targets for high-demand roles while maintaining a high standard of client and candidate service.
- Deliver remote support to international teams, providing recruitment strategies tailored to individual market needs.

Develop and implemented a data-driven reporting system to track recruitment metrics, improving efficiency by 25%.

- Conduct global talent searches using job boards, LinkedIn, and networking channels, successfully placing candidates in tech, customer service, sales, marketing and administrative roles across Europe.
- Collaborate with hiring managers to define recruitment needs and streamline processes, reducing time-to-hire by 30%.
- Build and nurture talent pools for key markets, enabling quick candidate sourcing for hard-to-fill roles.
- Provide remote support to recruiters, facilitating training on ATS systems and international hiring best practices.

Recruitment and HR Executive

Legal and Tax Services, Johannesburg, South Africa

April 2021 – November 2021

Led talent acquisition efforts, focusing on direct sourcing and proactive headhunting to meet business needs.

Successfully hired a 10-person customer care and retention team, improving client satisfaction through better staffing.

Ensured world-class candidate experiences from initial contact through onboarding, driving high employee engagement and retention rates.

Implemented a new HRIS system (SAGE 300) to manage global payroll, performance management, and recruitment, streamlining HR operations.

HR Assistant and Office Manager (Executive Office)

Mergence Africa Capital, Johannesburg, South Africa

March 2019 – April 2021

Supporting Directors and CEO, providing support to the executive team to ensure that company goals and objectives are accomplished and operations run efficiently. Manage professional and personal scheduling for Directors, including agendas, mail, email, calls, travel arrangements, and other company logistics. Coordinate complex scheduling and extensive calendar management, management of content and flow of information to senior executives. Manage, coordinate, and arrange senior executives' and board member travel and travel-related activities, including hotel bookings and transportation. Assist in all support and admin for employees regarding HR needs. Manage social media platforms.

Travel Expert

Flight Centre Travel Group, Johannesburg, South Africa

September 2018 – February 2019

Professionally trained Travel Consultant involved in planning, booking, last minute problem-solving and any assistance the client may need for their trip. Important link between traveller's and accommodation facilities, foreign currency providers, airlines and insurance providers. Dedicated and committed to making sure clients are delighted with the service and that Flight Centre remains their first choice when they need to travel. Using various Tech programs such as Amadeus, Omnis and customer support and customer communication platforms.

Sales Co Ordinator

Jozilicious Mala Magodo, Johannesburg, South Africa

January 2015 – August 2018

A small supplier of meat products. My duties included sales, distribution and managing of packaging, stock taking and delivery.

Emirates Airline, Business Class Cabin Crew Member

Dubai UAE

June 2007 – July 2014

Customer relationship management - Ensure exceptional inflight service is provided to all customers. Responsible for all safety, security, service and medical incidents on board at all times. Attending to all client needs and ensuring they are comfortable and safe at all times. Diversified client engagement - working with clients and colleagues from different cultures and backgrounds across the globe. Learning diverse communication, problem solving, de-escalation and team work skills.

Recruitment and HR Support Administrator

KPMG, Johannesburg, South Africa

April 2005 – June 2007

CA Graduate Trainee recruitment – involved in assessment of trainees for internships, interviewing candidates as well as using different assessment techniques such as case studies and team building exercises. Sourcing and loading of CV's on Oracle database. Project Management / Event Management – arrange induction and onboarding of trainees, allocation of resources required (rooms, tools, furniture) Managing project end to end ensuring all requirements are met and event is run smoothly, on time and according to the client requirements. Organizational and Presentation skills - Organize and present medical aid forums – plan and oversee the running of the medical aid and health day events. Liaise with medical aid provider and marketing dept. before, during and after such events. Capturing of data on Oracle database. HR duties - Handling of terminations admin, resignations, transfers, secondments, unpaid and maternity leave and the drafting of such letters. Handling of employee queries. Provident fund administration. Medical aid administration. Managing and maintaining company HR Intranet.

HR Assistant

Devonshires Solicitors London, United Kingdom (Holiday working contract)

November 2004 – January 2005

Support daily HR activities and assist with HR administration relating to the entire employee life cycle and recruitment.

KEY SKILLS

International Talent Acquisition & Recruitment, Remote Recruitment Leadership & Team Development, Candidate Sourcing & Screening (LinkedIn, Job Boards), End-to-End Recruitment & Onboarding High-Volume & Niche Role Hiring CRM & Applicant Tracking Systems (ATS), Client & Candidate Relationship Management, Data-Driven Recruitment Strategies, Global Customer Service Operations Diversity & Inclusion Initiatives.

Agile, empathetic, always willing to learn new skills and techniques., Adaptable, committed, team player, organised, admin skills, Strong customer service and people oriented base, professional, interpersonal communication skills on a multicultural level. Native in English.

EDUCATION

- **Bachelor of Commerce: Human Resources Management (Ongoing)** University of South Africa (Unisa)
- **Human Resources Management and Training Diploma**
Varsity College, South Africa (2006)

TECHNICAL SKILLS

- **ATS:** Adapt, Oracle, Workable, Workday, HRIS:
SAGE 300 People
- **Communication Tools:** MS Teams, Zoom,
Google Meets, Discord, Telegram
- **Office Tools:** MS Excel, Word, Outlook,
PowerPoint, Google Drive and Google Docs
- Google products Social Media & Branding:
LinkedIn