

# RACHAEL FYSH

Senior Manager, Organisational Development Director with 15 + years' experience

Singapore, 576439

[Rachael@fyshbusinessconsulting.com](mailto:Rachael@fyshbusinessconsulting.com)

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# HR Strategy # HR Daily Operations # HR Projects # Talent Management # Business Solutions.

My strength is in leadership, developing strategies and providing excellence in HR Operational Services, Recruiting, People Development and building high performing teams to accelerate business performance and drive engagement.

Masters in Strategic Organisational Development. As an authentic leader I excel at navigating across the business to build a positive culture while consulting with executives to understand imperative business needs and recommend the best solution.

Successfully rolled out Coca Cola Project for 200 + new customer sites for the LUMI Perfect Fruit Project and actively recruited for 20 + technical field service agents, developed their capabilities and achieved 100 % completion of the project.

## SKILLS

|                                                           |                                                                    |
|-----------------------------------------------------------|--------------------------------------------------------------------|
| Human Resources Strategy                                  | HR Policy                                                          |
| Human Resources Operations                                | Consulting, Stakeholder Management                                 |
| Recruitment Process, Talent Acquisition                   | Talent Management, Performance Management, Competency Development. |
| Singapore, Employment Legislation & Industrial Relations. | Australia, Fair Work, National Standards and Awards.               |
| HR Business Partner                                       | HR Project Management                                              |

## WORK EXPERIENCE

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Senior Manager, Organisational Development Director, Service, FMCG Industry

Fysh Business Consulting

Singapore August 2015 to Present

- Delivered HR Strategy and Daily HR Operations, HR Policy, Recruitment, Performance Management and Communications.
- Leadership, Team Management to 20 + Technical Field Service Agents, FMCG/ F & B Retail Project.
- Recruitment Process for MNCs – Coca Cola, KFC and Lion for large scale projects.
- HR Advisor to business leaders to achieve business strategic objectives.
- Worked with Senior Leaders in manpower planning, skill development and tracking.
- Developed action plans and strategies to support business needs, talent management, performance management check ins.
- HRBP, Stakeholder Management, Workforce Planning for LUMI Project Roll Out.

- Project P + L Financial Management to \$ 1.2 Million SG
- Digitalised business solution of online Service App, digitalised all services improvements to value add, increase efficiencies, transparency and reporting to customers.
- Provide tools required for Team Members and training on new Service App system.
- Manage Performance Management Process check ins, which resulted in greater levels of engagement
- Identify, source, interview, select the right talent to service 200 equipment assets/per month ie. 400 + field services performed each month and efficient operational call outs.
- Oversee weekly payroll and summary report. Sign off on PAYG Tax and GST Report
- Educated new hires on expected job tasks, compensation and benefits to set clear expectations.
- Coaching on expected behaviours through consultations, job spec and code of business reference.
- Project Management - resourcing and operational requirements regards to the roll out of Coca Cola and KFC Technical Field Services for 200 equipment machines assets per month to deliver positive customer service results.

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**Cleansource Pty. Ltd, Organisational Development Director, Client Relations.**  
**Australia, June 2008 to August 2015**

- Established Business Strategy in consultation with management.
- Delivered HR Strategy and daily hands on Human Resources Operations: Recruitment, Performance Management and Training and Development.
- Leadership to Team of 20 + resources, created a high performing service focused team.
- Client relations, effective communications and stakeholder management.
- Managed recruitment process for Equipment Field Services Team for Multi National Client Projects: Coca Cola, KFC and Lion.
- Recruit new Service Provider contracts with Coca Cola, KFC, McDonalds and LION.
- Project P + L Financial Management to \$ 1.2m SG
- Workforce Planning on Technical Field Projects for Coca Cola and KFC for resources across NSW, QLD, VIC and SA for > 200 services equipment assets, 400 + operational field services performed per month.
- Focused on quality service results, delivering a positive customer service experience.

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**Unitek College, Director Career Services.**  
**USA, October 2003 to December 2007**

- Brand expansion, Business Development, Marketing of Unitek College into San Francisco, Sacramento, Fremont, Santa Clara and the Bay Area.
- Built out the department from scratch, developed strategies, process and service standards.
- HR Strategy and Human Resource Operations: Recruitment, Job Placement, Performance Management, HR Policy, Training and Development.
- Graduate Program Placement for 700 + Medical graduates, MA, LVN and RN Program.
- Acquired new accounts from multiple hospitals and medical centres across the San Francisco Bay Area.
- Project Management with Senior Leadership Team for Board of Private Education Accreditation Business Goal, engagement and contracts for preceptorships sites to facilitate L & D.
- Awarded 2005 - Employee of the Year
- Account Management: Kaiser Permanente, Palo Alto Medical Centre, Santa Clara Medical Centre and Department of Veteran Affairs.

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**Recruitment Consultant, Drake International, Health Care and IT Industry**  
**Australia, July 2002 to April 2003**

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**Recruitment Consultant, Powerlan, IT Industry**  
**Australia, July 2001 to May 2002**

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**Sales and IT Sourcer, Cisco Systems, IT Industry**  
**Australia, April 2000 to April 2001**

## **EDUCATION**

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**Masters in Strategic Organisational Development**  
University of New England, Australia  
December 2011 to December 2017

**Management in Human Resources Certificate – Graduated with Distinction**  
University of California, Berkeley Extension Program, USA  
June 2003 – November 2006

**Bachelor of Business in Tourism Management**  
Southern Cross University, Australia  
January 1992 to December 1996

## **PROFESSIONAL MEMBERSHIPS**

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Member of Singapore Human Resources Institute, 102 3390 2020

Member of Australian Human Resources Institute, 374709.

## **CURRENT COURSES COMPLETED, 2020**

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Singapore Employment Legislation and Industrial Relations, SHRI, 2020.

Human Resource Analytics and Insights, SHRI, 2020.

## **Linked in Profile:**

<https://www.linkedin.com/in/rachael-fysh-2a6a00194>