

# MARLI JONKER

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## PROFESSIONAL PROFILE - *Organisational Psychologist | HR Manager | Training Facilitator | Organisational Culture Champion | Consulting Executive | Thinking Styles & Personality Analysis Consultant*

An experienced and results-driven individual with an **8-year proven track record** of enhancing employee well-being, fostering organizational development, and driving workforce performance. With a **Master's degree in Organisational Psychology** and a strong foundation in psychological principles and human resources practices, I specialize in creating supportive, inclusive work environments where employees thrive, and organizations achieve their strategic goals—experienced in conducting psychometric assessments, implementing training programs, and supporting individuals and organizations to attain sustainable growth. Proven ability to **align talent with business objectives**, drive employee engagement, and enhance overall organizational well-being.

*Qualified Organisational Psychologist and registered Counsellor, Training Facilitator, and NBI® Practitioner.*

## AREAS OF STRENGTH

- **HR & Talent Management:** Provide an inclusive and engaging environment to Enable the business to attract, develop, and retain the industry's best talent and workforce.
- **Legal Compliance** – Ensuring adherence to Irish employment law and HR best practices.
- **Workplace Counselling & Coaching** – Supporting employee well-being and performance, championing culture, and managing workplace conflicts.
- **Organisational Culture Development** - Shaping and fostering shared values, beliefs, norms, and practices that guide how employees interact, make decisions and approach their work.
- **Training & Development** – Creation, development, and delivery of training programs focused on elevating capabilities.
- **Psychometric & Organisational Assessments** – Evaluating talent fit and career potential.
- **Performance Analysis & Strategic HR** – Enhancing efficiency through data-driven HR solutions.

## PROFESSIONAL EXPERIENCE

### Human Resources Manager/ Recruitment Accounts Manager

LS Professional Placements, Ireland - July 2024 - present

#### Key Responsibilities:

- **My main achievement** in this role was building the HR department from the ground up and successfully implementing policies, procedures, review systems, SOPs, and corporate governance. As well as developing and implementing programs to build and foster organizational culture and engagement.
- **Successfully Implemented Employee Engagement Programs:** Developed and launched a series of initiatives designed to improve employee morale, resulting in a 15% increase in overall employee satisfaction.
- **Streamlined Recruitment Process:** Led a project to revamp the recruitment process, reducing the average time-to-hire while improving the quality of hires by implementing more effective candidate screening methods. Generated €100,000 in sales within 6 months by enhancing recruitment processes.
- **Improved Training & Development Programs:** Introduced a comprehensive employee training and development program.
- **Employee Relations Management:** Resolved complex employee relations issues, fostering a positive work environment.
- **Policy Development & Compliance:** Designed and enforced updated workplace policies to ensure compliance with local, state, and federal laws, minimizing legal risks and promoting a fair, inclusive workplace.
- **Learning & Development:** Successfully led organizational change initiatives, delivered tailored training programs, and provided individual and group counseling services to address workplace stress, trauma, and interpersonal conflicts.
- **Developing Organisational Culture:** Developed an organizational culture through projects in employee engagement, aligning with the organization's goals and strategies.

### Organisational Psychologist (Business Owner & Consulting Executive)

Marli Jonker Psychology - South Africa - January 2019 - June 2024

- Successfully founded and operated a **multi-faceted business**, managing all aspects from strategy to daily operations.
- Grew customer base by 300% through targeted marketing and exceptional service over 3 years.
- Achieved consistent year-over-year revenue growth, increasing profits by 30%.
- Developed and implemented efficient operational processes.
- Built and maintained strong relationships with key clients, leading to high customer retention levels.
- Navigated financial management, including budgeting, forecasting, and financial reporting.
- Services provided included: Secondary school counsellor, Organisational Psychology Consultancy, Earnings Specialist

## ● Secondary School Guidance Counsellor

- Provided **career counseling and personal development support** to students.
- Developed **mental health and academic intervention programs**.
- Collaborated with teachers, parents, and healthcare professionals to support student well-being.
- Delivered **workshops on stress management and career planning**.
- Design and deliver programs to **educate and promote a healthy culture** regarding mental health, emotional intelligence, and emotional resilience.
- Successfully ran a project to assist sports teams with **utilizing brain analysis, personality identification, and identifying goals** to align the various teams with their overall sporting goals for the year. Each team I worked with won their league and additional championships.

## ● Organisational Psychologist Consultant

- Provided expert organizational psychology insights, leading to **improved employee engagement, productivity, and retention**.
- Conducted comprehensive assessments to **identify organizational needs, delivering tailored solutions** that enhanced team dynamics and overall performance.
- Designed and facilitated **leadership development programs**, resulting in improved managerial effectiveness.
- **Led organizational change initiatives**, helping businesses navigate transitions smoothly and maintain a positive workplace culture.
- Delivered **training sessions on conflict resolution**, communication skills, and emotional intelligence, fostering a more collaborative work environment.
- Conducted talent assessments, **optimizing recruitment processes** and ensuring the right fit for key roles.
- Partnered with senior leadership to **align organizational strategies** with employee satisfaction and performance goals.
- Guided companies to **develop, assess, and improve their culture** by conducting surveys and interviews, analyzing existing culture, and analyzing company strategies and goals.

## ● Medico-Legal Professional and Earnings Specialist

- **Providing Expert Testimony:** Offering professional opinions in legal proceedings related to medical malpractice, personal injury, and other health-related legal matters.
- **Case Review and Analysis:** Assessing medical records and reports to determine whether a standard of care was met or if negligence occurred.
- **Consultation with Legal Teams:** Working with lawyers to advise on medical aspects of a case, ensuring that legal strategies are informed by accurate medical information.
- **Preparing Reports:** Drafting detailed reports summarizing medical findings and their relevance to the legal case.
- **Assisting in Settlements:** Offering expertise in determining medical damages and advising on potential settlements or litigation strategies. The largest settlement achieved was €402,000.00.

## HR Manager

**Retro Rabbit** - South Africa - *Jan 2017 - December 2018*

- Successfully established and built the HR department from the ground up, creating and implementing policies, procedures, and systems to support organizational growth.
- Developed the HR team to service the entire organization of 200 staff members.
- Developed and launched comprehensive recruitment strategies, leading to the hiring of top talent and a 20% increase in employee retention.
- Introduced performance management frameworks and employee training and development programs, established corporate governance, and created a positive organizational culture.

## Education & Training

- **Masters - M.Comm, Organisational Psychologist** - The University of the Free State, South Africa – 2020
- **Bachelors - B.Psych Hons** - South African College of Applied Psychology, South Africa - 2021
- **Bachelors - B. Org Psychology Hons** - The University of the Free State, South Africa - 2016
- **Bachelors - B.Com, Human Resources** - The University of the Free State, South Africa – 2015

## Certificates & Additional Training

- **Advanced Diploma in People Management** - CIPD Level 5, ICS Learn - 2023 to present (to be completed Dec 2025)
- **Employment Law Course** - Cork Education and Training Board - Achieved January 2025
- **Certificate, NBI Practitioner** - Kobus Neethling Institute, South Africa - 2021
- **Certificate, Training Facilitator** - Train the Trainer, South Africa – 2019

## Skills

*Psychometric Testing | Medico-Legal Expertise | Claim Evaluation | Organisational Psychology Reports | Data Inclusion | Training Development | Employee Evaluation | Organizational Studies | Job Satisfaction Enhancement | Business Management | Crisis Intervention | Customer Service Management | Employee Management | Marketing and Sales | Reading Therapy | Brand Management | Employee Counseling | Behavioural Management | Educational Guidance | Recruitment and Onboarding | Training Program Implementation | Pay Structure Review | Disciplinary Process Handling | Financial Management | CIPD | Master's degree*

**Productivity Tools:** Microsoft Office (Word, Excel, and PowerPoint)

**\*References are available upon request.**