

# JONATHAN COLES

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## Work experience

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H.R Coordinator 2017 - 2020

Carnival UK

(Seabourn Onboarding Team) Managed a portfolio of new and re-hired crew members from over 60 nations, for the Seabourn luxury cruise brand's hotel college programme. Facilitated their induction into the business, documentation compliance. Functioned as point of contact alongside fleet's Training Managers for all new hire procedural, uniform, financial queries. Worked with Bahamas Maritime Authority to supervise issuance of Seaman's Discharge Books to the fleet. Collaborated closely with scheduling and recruitment colleagues in Italy and USA to match new hires to appropriate join ports. Supplied one-to-one support for all visa and medical requirements and initiated criminal background and reference checks.

Logistics Coordinator 2016 - 2017

Carnival UK

(MLC Crew Compliance Coordinator) Managed seafarer's documentation compliance, in line with Maritime Labour laws and International Labour Convention. Generated and collated work contracts for the Fleet. Worked with international Manning and Port Agents to ensure safe transit to vessels and compliance for full length of contracts.

Logistics Coordinator 2013 - 2015

Carnival UK

(Mistral Project SME) Worked in conjunction with consultants from Italian group company's subject experts to deliver new Crew Scheduling operating system. Devised new Standard Operating Procedures with MS Visio. Managed logistical arrangements(hotels, transfers, flights), for seafarers joining/leaving vessels for the Cunard and P&O brands at ports globally. Consulted with local service providers, ship's Crew Managers to ensure safe joining and repatriation.

Customer Support Coordinator 2012 - 2013

GDC Group

Customer Support Coordinator Provided technical support for gas fire division. Rendered practical assistance to end-users to resolve performance issues, with install guides, AS400, component diagrams, industry specific software.

Contracts & Dispatch Coordinator 2012 - 2012

Premier Telecom Ltd

Contract agreements, dispatch of mobile phones and related equipment.

Returns Coordinator 2009 - 2012

CIBA Vision UK Ltd

Returns Coordinator Collaborated closely with I.T Project Manager to install SAP system, reduced operating costs. Led integration training with Third Party suppliers. Supervised new quality compliance processes.

Returns Team Leader 2007 - 2009

CIBA Vision UK Ltd

Returns Team Leader Analysed dept performance implemented in-depth surveys with key accounts. Conducted interviews, disciplinaries, appraisals with H.R. Chaired dept meetings and quality checks with Operations team. Orchestrated product recalls and quality control projects with Brand Managers.

Returns Administrator 2001 - 2007

## CIBA Vision UK Ltd

Returns Administrator      Processed customer credits onto system. Telephone order back-up to Customer Services team. Arranged logistical uplifts to regional warehouses, maintained recycling, waste management protocols.

Job Summary 1995 - 2001

Temporary roles -

included: Retail and Classroom Assistant, Quality Assurance Facilitator(Manufacturing).

## Education

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B.A Hons Degree 1996 - 1999

University of Southampton

English Literature 2:1

A-Levels x3 A-C 1994 - 1996

Barton Peveril College

History, English Literature, English Language

GCSE x9 A-C 1989 - 1994

Wildern School

English x 2, Math, Religious Studies, French, History, Science x 2, Psychology