

Manuela Gallego Rendon

HR, Operations & Project
Manager

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About Me

Dynamic and detail-oriented HR, Mechanical Engineer and Project Management professional with experience in recruitment, onboarding, performance management, compliance, and corporate services. Skilled at leading process improvements, managing HR operations, and liaising with external stakeholders. Known for simplifying complex processes, enhancing employee and client experiences, and working effectively across culturally and linguistically diverse settings. Fluent in Spanish.

Key Skills

- Culturally competent and inclusive team player
- Respectful, courteous, and highly motivated
- Calm and responsive in urgent situations
- Committed to confidentiality and integrity
- Enthusiastic learner and adaptable in dynamic environments
- Fluent in Spanish & English
- Stakeholder Engagement & Governance Support
- Continuous Improvement & Service Innovation
- Policy Development and Implementation



Professional Experience

Office Manager

MaxMine | Adelaide | Jul 2025 – Present

Oversee the smooth operation of the office by managing staff amenities and supporting day-to-day workplace needs. Provide payroll assistance to ensure accurate and timely processing, while also contributing to HR functions, including recruitment coordination and compliance requirements. Support staff wellbeing by fostering a positive and supportive workplace environment.

Facilities Manager

Youth Inc (internal promotion) | Adelaide | Jan 2024 – May 2025

Led cross-functional operations, HR compliance, and infrastructure management in a dynamic educational and community-focused environment. Played a key role in strengthening organisational systems and culture, particularly during periods of change and growth.

- Designed and implemented a comprehensive onboarding and re-onboarding program, improving employee engagement and consistency across teams.
- Oversaw all HR-related documentation, ensuring compliance with WHS regulations and employment legislation.
- Managed IT systems and budgets, acted as the internal point of contact for tech troubleshooting, and oversaw cybersecurity initiatives to protect sensitive data.
- Planned and executed key relocation and multi-sites projects, ensuring continuity of service while managing risk, timelines, and communication across stakeholders.
- Fostered strong stakeholder relationships, including liaising with external providers and coordinating across multiple teams.
- Supported staff wellbeing through inclusive initiatives and structured feedback loops, contributing to a more positive and resilient workplace culture.
- Developed, implemented, and continuously improved risk management processes, ensuring both operational safety and strategic alignment.
- Oversaw daily facilities operations including waste management, maintenance scheduling, and contractor engagement, maintaining a safe and functional environment.

Facilities & Project Coordinator

Youth Inc (internal promotion) | Adelaide | Jan 2022 – Dec 2023

Supported the organisation's HR, facilities, and operational functions, playing a key role in driving people-centred improvements, workplace safety, and system coordination.

- Assisted in recruitment activities, including candidate coordination, onboarding, and mentoring initiatives for new staff.
- Coordinated team schedules and HR-related projects aimed at improving workplace processes and communication flow.
- Maintained confidential employee records, ensuring accuracy, security, and compliance with relevant legislation and organisational policies.
- Managed daily operations across Google Workspace, including calendar coordination, file sharing, and access control for staff and leadership.
- Served as the first point of contact for facilities and property management issues, including contractor liaison and site maintenance coordination.
- Acted as the primary WHS contact, supporting incident response, compliance reporting, and promoting a safe working environment.
- Provided frontline IT support for onsite staff, resolving technical issues and liaising with external providers as needed.

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Work Venture Coordinator | Cleaning Team Coordinator

Youth Inc | Adelaide | July 2020 – Jan 2022

Led practical learning experiences that integrated WHS compliance, hands-on training, and student development within microenterprise settings focused on sustainability, facilities, and cleaning services.

- Conducted staff and student onboarding processes, including compliance checks and safety inductions aligned with WHS legislation.
Facilitated workplace training sessions and provided ongoing coaching and feedback to improve team and individual performance.
- Developed and implemented safety protocols across student-led microenterprises, ensuring a safe and supportive environment.
- Mentored students undertaking work experience placements, guiding them through real-world tasks in sustainability, facilities management, and commercial cleaning.
- Supported students enrolled in VET Business studies by creating a structured, encouraging environment tailored to diverse learning needs.
- Provided a safe and inclusive space for young people to explore creative and sustainability-focused ideas, supporting both professional and personal growth.

Project Officer

Community Bridging Services (CBS) Inc. | Adelaide | Aug 2020 – Dec 2020

Supported the delivery and continuous improvement of the Community Concierge Social Enterprise, contributing to stakeholder engagement, process enhancement, and inclusive community outcomes.

- Worked closely with the Project Manager to coordinate daily operations, ensuring smooth project delivery and alignment with organisational goals.
- Engaged and managed external stakeholders, including community partners, contractors, and service providers, to strengthen collaboration and service quality.
- Provided guidance and support to internal participants, fostering inclusion, capability building, and positive workplace experiences.
- Reviewed, documented, and improved operational procedures to enhance efficiency and safety.

Business Consultant (Placement)

GOGO Events. | Adelaide | Apr 2019 – Jun 2019

Engaged as a placement student to improve internal systems and support strategic growth within a values-driven social enterprise. Led a short-term project focused on operational efficiency and stakeholder alignment with sustainability goals.

- Conducted a comprehensive HR process review, identifying inefficiencies and opportunities for improvement across systems and team structures.
- Delivered an HR gap analysis that led to the creation of a new role and clarified responsibilities across executive and management teams.
- Managed project planning and stakeholder communication, ensuring deliverables were aligned with the UN Global Goals for Sustainable Development.
- Facilitated collaboration between departments and external stakeholders to support sustainable, people-centred outcomes.

Business Consultant & Project Leader (Placement)

Department for Trade, Tourism and Investment. | Adelaide | Jan 2019 – Feb 2019

Engaged in a short-term placement project focused on market research and digital transformation in the food distribution sector. Led a consulting team through the scoping and delivery of a marketing strategy aligned with industry trends.

- Served as project leader, guiding a multicultural and diverse team to explore B2C delivery models and eCommerce solutions for a soft vegetable distributor.
- Oversaw stakeholder communication, ensuring expectations were managed and final recommendations were clearly presented to industry clients.
- Delivered a full market study within a tight three-week timeframe by identifying team members' strengths and allocating tasks strategically.

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- Coordinated client reporting and ensured project alignment with digital innovation and trade development priorities.

Marketing Consultant Intern

Smile Partners | Adelaide | Sep 2018 – Nov 2018

Completed a research-based internship focused on improving marketing strategies through behavioural analysis and data interpretation in the healthcare sector.

- Conducted independent research, analysing survey methodologies and results related to patient behaviours to inform marketing direction.
- Developed tailored short- and long-term marketing recommendations across traditional, internal, and digital channels.
- Presented findings in clear, actionable formats to support client decision-making and strategic planning.
- Delivered the project on time while enhancing core project management skills, including professional communication and stakeholder engagement.

Business Consultant in Innovation

The Seed Round | Adelaide | Jul 2018 – Aug 2018

Participated in a competitive, fast-paced innovation program for university students, focused on solving real-world business challenges across multiple industries.

- Contributed to developing innovative solutions in big data, accounting, and production improvement by combining technical analysis with user-centred thinking.
- Served as both team member and team leader, facilitating collaboration and idea generation within multidisciplinary groups.
- Presented pitches to industry panels, communicating complex concepts clearly and persuasively.
- Led one of the top two teams in the challenge to reduce water waste in a production line, proposing the introduction of a 'Water Ambassador' role that bridged technical processes with staff behaviour and culture change.

Project Engineer

INDISA – Ingenieros Diseñadores Asociados | Medellín, Colombia | Jun 2014 – Jan 2016

Led the planning, coordination, and execution of industrial natural gas projects, progressing rapidly from intern to Project Engineer within 18 months due to strong technical performance and stakeholder engagement.

- Created and managed project schedules for the design and implementation of internal natural gas networks in medium-sized industrial facilities.
- Maintained complete design dossiers in line with national regulations and client-specific requirements, including final documentation for custody transfer measurement stations.
- Liaised with contractors, equipment suppliers, and clients to resolve project-related issues and ensure successful technical outcomes.
- Delivered technical workshops to government clients on the operation and safety features of natural gas station equipment.
- Contributed to continuous process improvement and client satisfaction through accurate documentation, timely delivery, and responsive support.

Intern Engineer

Fábrica de Licores de Antioquia (FLA) | Medellín, Colombia | Jan 2014 – Jun 2014

Supported maintenance planning and production operations in a high-volume manufacturing environment, gaining hands-on experience with industrial machinery and SAP systems.

- Collected and analysed data on new machinery to plan preventive maintenance and assess equipment conditions.
- Managed machine records and maintenance logs using SAP, ensuring data accuracy and timely reporting.
- Created technical reports to support decision-making and improve equipment performance tracking.
- Collaborated closely with machine operators to understand production line functions, troubleshoot issues, and align operational priorities.
- Acted as a communication bridge between engineering teams and frontline staff to ensure clarity and responsiveness.
- Assisted in quality assurance tasks, contributing to consistent product standards and equipment efficiency.

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Student Support – Research Assistant

National University of Colombia | Medellín, Colombia | Jun 2012 – Dec 2013

Provided research and technical support to PhD students and academic staff within the Engineering Faculty, contributing to investigations focused on materials science, tribology, and railway systems.

- Conducted metallographic testing and analysis, including sample preparation, microscopy, and report writing to support lab-based research.
- Investigated surface properties and wear mechanisms relevant to rail-wheel interactions, contributing to research that informed local transportation infrastructure projects.
- Collected and analysed technical data to support academic publications and collaborative research efforts.
- Assisted in preparing research documentation and project reports for internal university use and external partners.

Engineering Assistant

Kobaltum | Medellín, Colombia | Jun 2012 – Mar 2013

Supported materials analysis and failure investigations for industrial clients, contributing to engineering diagnostics and preventive solutions while still completing undergraduate studies.

- Assisted in identifying failure modes of mechanical components used in industrial operations, focusing on wear, fatigue, and material inconsistencies.
- Analysed material and equipment samples in collaboration with production teams to determine root causes of failure.
- Recommended corrective and preventive actions to minimise recurrence and extend equipment lifespan.
- Contributed to client reports and technical documentation under the guidance of senior engineers.

Key Achievement:

- Successfully gained hands-on experience in engineering consulting while completing academic studies, strengthening technical knowledge and professional confidence early in career.



Part-Time & Support Roles (While Studying in Australia)

Team Manager

San Antonio's Pizzeria | Adelaide | Jun 2016 – Jan 2019

- Oversaw front-of-house operations and shift coordination, ensuring high-quality customer service and smooth workflow.
- Managed team rosters, supported staff performance, and addressed customer concerns in a fast-paced environment.
- Assisted with food preparation, kitchen operations, and delivery services as needed.
- Progressed through multiple roles, from Delivery Driver to Kitchen Assistant to Team Manager, reflecting strong work ethic and leadership potential.

Waitress

Zapatas Mexican Restaurant | Adelaide | Jan 2019 – Mar 2020

- Delivered high-quality customer service in a busy, fast-paced hospitality environment.
- Maintained safe food and beverage handling practices in line with hygiene standards.
- Communicated effectively with diverse clientele, ensuring accuracy of orders and customer satisfaction.
- Demonstrated strong attention to detail and a friendly, professional attitude at all times.

Independent Commercial Cleaner

Self-Employed | Adelaide | Mar 2016 - Mar 2020

- Provided reliable and thorough cleaning services for commercial clients, including retail stores and warehouse facilities.
- Maintained high standards of hygiene, safety, and presentation across diverse environments.
- Built strong client relationships through professionalism, punctuality, and attention to detail.
- Managed scheduling, supplies, and client communication independently, demonstrating strong organisational and time management skills.

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Education

- **Diploma of Human Resources Management**
Monarch Institute | Online | 2026
- **Human Resources Foundation Skills Set**
Monarch Institute | Online | 2023
- **Short-Course Doing Gender and Why It Matters**
The University of Hong Kong | Online | 2020
- **Master of Business Administration & Master in Global Project Management**
Torrens University | Adelaide | 2019
- **Diploma of Project Management**
Trison Business College | Adelaide | 2017
- **Bachelor of Mechanical Engineering**
National University of Colombia | Colombia | 2015

Professional Development & Certifications

- **Cultural Capability Training** | *BoraCare* | 2025
- **Provide CPR** | *First Aid PRO* | 2024
- **Chief Warden Training** | *Tactical Training Australia* | 2024
- **Responding to Risks of Harm, Abuse and Neglect –Education and Care training** | *Government of SA* | 2024
- **Self-harm and Suicide** | *Impact* | 2024
- **Youth Mental Health First Aid** | *MHFA Australia* | 2024
- **Disability Standards for Education** | *NCCD* | 2024
- **Provide First Aid** | *St Johns* | 2023
- **South Australia COVID-19 Marshal Training** | *HSE Australia* | 2022
- **Food Safety** | *EHA City of Adelaide* | 2020
- **Protective Practices** | *Government of SA* | 2020