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NorthStar Operations

Operations & HR Support



Operations, administrative and HR support for companies that need clear processes, better organization and less operational chaos.

Available for long-term collaboration and project-based engagement

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Operations and HR support for teams that need more structure, control and efficiency.

I take over and organize operational, administrative and HR processes so that business runs more stable, transparent and with less daily chaos.

Focus areas:

- operations support
- administrative organization
- HR and recruitment coordination
- sales support and reporting
- workflow and process organization

Available for collaboration

Send a brief description of your current situation and I will return a collaboration proposal, estimate framework and next steps within 24h.

About Me

I have nearly 20 years of experience in administration, operational organization and HR processes through work with international teams and diverse business environments.

My focus is creating clearer and sustainable operational systems that reduce daily team burden and enable a more efficient way of working.

I most often collaborate with companies that need:

- better organization of operational processes
- more stable administrative support
- clearer workflow and task coordination
- structured recruitment and onboarding
- better visibility of priorities and activities

My core work values:

- organization
- reliability
- clear communication
- speed of execution
- long-term sustainable processes

Who Is This Service For

This collaboration is most useful for companies that:

- spend too much time on daily operations
- have disorganized administrative processes
- need a clearer system of priorities and coordination
- want more stable HR and recruitment support
- have team growth without enough structure
- need better oversight of tasks, deadlines and activities

The goal of collaboration is to reduce operational burden and establish a work system that is transparent, organized and sustainable

Services

Operations & Administrative Support

I take over and structure daily operational processes to make business organized, transparent and more efficient.

Support includes:

- task and priority coordination
- inbox and calendar organization
- deadline and administrative process tracking
- document and digital archive management
- internal workflow and operational communication organization

Result:

Less operational chaos, better work organization and more time to focus on key business activities.

HR & Recruitment

I manage and coordinate recruitment and HR administration with focus on speed, structure and process quality.

Support includes:

- job ad creation and posting
- candidate screening and pre-selection
- interview and communication coordination
- onboarding organization
- HR administration and documentation
- candidate experience and hiring process organization

Result:

Faster and more organized recruitment process, higher quality candidates and clearer internal coordination.

Sales Support & Reporting

I structure sales support and operational reporting so the team has a clearer overview of activities, priorities and results.

Support includes:

- CRM updating and data organization
- follow-up coordination
- KPI and operational reports
- sales activity organization
- administrative support for sales team

Result:

Better sales process visibility, more efficient activity organization and higher quality results control.

How Collaboration Works

1. Initial Consultation

We define priorities, challenges and team needs.

2. Organization & Process Setup

I establish a clear work structure, priorities and workflow system.

3. Operational Support & Coordination

I take over daily tasks, administrative processes and activity coordination.

4. Monitoring & Optimization

Regular activity review, reporting and process improvement based on business needs.

Work Examples

Case Study 1: Recruitment Process & Candidate Selection

Challenge:

The company had a large number of applications, but the hiring process was slow and disorganized. Candidates were not properly filtered, communication took too long, and management wasted time on interviews with unsuitable candidates.

What I did:

- structured the ideal candidate profile
- prepared clearer job postings
- took over candidate screening and pre-selection
- coordinated interview schedules and communication
- improved candidate experience through a clearer process

Result:

- hiring process shortened from 4 weeks to 2 weeks
- higher quality candidate shortlist
- less time wasted on unsuitable applications
- more organized and faster recruitment process

Case Study 2: Operational Organization & Workflow System

Challenge:

Daily operational tasks were scattered across emails, messages and various documents. Inbox was not organized, priorities were unclear, and the team often missed task deadlines.

What I did:

- reorganized inbox and communication flows
- set up task prioritization rules
- structured workflow and deadline tracking
- centralized documentation and operational processes
- implemented a clearer task organization system

Result:

- faster processing of daily tasks
- less operational chaos
- better priority visibility
- more efficient internal coordination and communication

Work Examples

Case Study 3: Sales Support & KPI Reporting

Challenge:

The sales process lacked clear structure. Follow-up communication was delayed, data was disorganized, and management had no quick overview of sales activities and lead status.

What I did:

- reorganized CRM and sales overview
- structured follow-up processes
- prepared KPI and operational reports
- coordinated administrative side of sales activities
- implemented clearer lead tracking and prioritization

Result:

- better sales pipeline overview
- faster response to leads
- less lost information
- more efficient sales activity organization

Case Study 4: HR Administration & Onboarding Process

Challenge:

Onboarding new employees was disorganized, documentation scattered, and administrative tasks were often delayed. New team members had no clear process for integration into work.

What I did:

- structured onboarding process step by step
- prepared onboarding checklist and documentation
- organized communication between HR and management
- centralized documentation and task tracking
- coordinated onboarding activities and deadlines

Result:

- more organized onboarding process
- fewer administrative errors
- faster preparation of new employees for work
- clearer internal communication and coordination

Tools

**LinkedIn · Google Workspace · Google Sheets · Microsoft Excel · HubSpot · Slack
monday.com · Gmail · Microsoft Outlook**

Reviews

"I would hire her again without hesitation."

E. Innes, Sales Manager-Energy Sector, Prepay Power Ltd

"Reliable, organized and professional in working with candidates and clients."

E. Woodfull, Recruitment Manager, PRL Group

"Reliable, organized and consistent in task coordination and communication."

I. Šantić, Sales Executive-Energy Sector, PJB Management Ltd

Collaboration is focused on organization and operational stability, not just task execution.

Pricing

MONTHLY PACKAGES

ESSENTIAL SUPPORT

from €300 / month

10h per month

For solo entrepreneurs and small teams that need stable administrative and operational support.

Includes:

- inbox and calendar
- administrative organization
- follow-up and coordination
- basic operational support

Ideal for:

Companies that need more structure and less daily operational burden.

OPERATIONS SUPPORT

from €800 / month

30h per month

For growing teams that need continuous operational coordination and a clearer workflow system.

Includes:

- operational coordination
- task and workflow organization
- CRM and reporting support
- task prioritization
- sales support administration
- regular communication and activity review

Ideal for:

Companies that need a more stable operational system and better process organization.

OPERATIONS & HR PARTNER

from €1.400 / month

50h per month

For companies that need long-term operational and HR support with a higher level of coordination and responsibility.

Includes:

- operational support and process organization
- recruitment coordination
- onboarding organization
- KPI and operational reporting
- HR administration
- priority and daily activity coordination

Ideal for:

Teams that need a reliable operations support partner to take over the organizational side of business.

Why Clients Choose to Work With Me

- nearly 20 years of experience
- structured and reliable work approach
- combination of administration, HR and operational support
- focus on clarity, organization and results

Collaboration is organized, structured and tailored to the team's real operational needs.

Let's Start Working Together

Send a brief description of your current situation and I will return a collaboration proposal, estimate framework and next steps within 24h.

Available for long-term collaboration and project-based engagement.

Contact & Collaboration

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