

JOANNE SIMMONS
HR PROFESSIONAL

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Top Performing **MASTER'S IN HUMAN RESOURCES MANAGEMENT** Graduate

...Hands-on experience in HR administration, recruitment and selection, staff leadership and client relations...

Award-winning and client-focused HR professional with a solid understanding of industry best practices and procedures for HR management. Leverage educational and practical experience to successfully build and maintain excellent rapport with clients, coworkers and management. Superior multi-tasker, adeptly manage multiple priorities to meet deadlines without compromising work product quality. Exercise discretion, professionalism and exceptional judgment to handle sensitive and highly confidential and private information. Harness strong written and verbal communication skills as well as empathetic listening talents to mediate and resolve conflicts.

EXTENSIVE TRAINING IN

Canadian Employment Law | Employment Equity and Diversity | Union & Non-Union Employee Relations
Workplace Health and Safety | HRIS Management | Staff Recruitment Strategies | Compensation and Benefits
HR Management Principles | Organizational Behavior | Training and Development | Conflict & Grievance Resolution

EDUCATION AND PROFESSIONAL AFFILIATIONS

MASTER OF HUMAN RESOURCES MANAGEMENT, 2010
York University, Toronto, Ontario

BACHELOR OF HUMAN RESOURCES MANAGEMENT, 2008
Kwantlen Polytechnic University, Vancouver, British Columbia

ADULT EDUCATION CERTIFICATE, 2003
Seneca College, Toronto, Ontario

PROFESSIONAL MEMBER: BC Human Resources Society

AWARDS & RECOGNITION

- Best HR planning paper – MHRM studies.
- Recipient of two graduate scholarships.
- Multiple national awards and recognitions for public speaking and debating.
- Dean's honor roll from 2004 to 2008.
- Undergraduate entrance scholarship.
- Golden Key Society member.

DESIGNATION: Currently pursuing **CHRP**

ACADEMIC PROJECTS HIGHLIGHTS

LABOR ARBITRATION: *Queen's University's Inter-Collegiate Business Competition (I.C.B.C.)*

Chosen to lead a 7-member team and represent York University based on academic achievements, HR knowledge and excellence in applied information. Guided the team in the comprehension and appropriate application of legal statutes in union environments and language issues in collective agreement clauses. Authored a formal arbitration award in response to the stated grievance in the case using preliminary research on labor arbitration precedent cases to support final binding decision. ***Selected as one of six finalists for the biggest case competition in Canada.***



RECRUITMENT AND SELECTION: Worked co-operatively in a 5-person team to design and present a recruitment and selection process for a fictional company, developing everything from job descriptions to performance reviews. Served as the group's spokesperson, successfully delivering a clear and concise presentation to the class and the professor.
GRADE: A

PROFESSIONAL EXPERIENCE

RESTAURANT MANAGER

2009-2011

JOLLY CAFÉ, Toronto, Ontario

Originally brought on board to fill a temporary serving position at this intimate local café seating 50+ diners with a busy lunchtime executive crowd; subsequently offered full-time managerial duties based on performance excellence.

- **PAYROLL ADMINISTRATION:** Implemented a payroll management system by organizing staff schedules and diligently tracking work hours, overtime, vacations and sick leave into a newly designed spreadsheet.
- **PERFORMANCE MANAGEMENT:** Spearheaded employee performance management including training, supervision, disciplinary action and termination processes.
- **RECRUITMENT AND SELECTION:** Employed solid judgment to recruit 3 new hires by posting job ads, conducting interviews and providing offers of employment.
- **CUSTOMER SERVICE:** Instilled a commitment to service excellence within the team, successfully steering the staff to exceed service goals.
- **STAFF SUPERVISION:** Supervised 4 employees and coordinated with 3 kitchen staff to offer optimal service and increased food quality.
- **LABOR COST MANAGEMENT:** Reduced labor cost by managing and prioritizing staff schedules to cost-effectively meet peak demands.

"Joanne has an excellent work ethic and great dedication...She was able to build good relationships with customers and the staff that she managed. I am confident that Joanne will be a valued asset with another organization."

T. Calvin, Owner, Jolly Café, 2010

HUMAN RESOURCES INTERNSHIP

2007-2008

LOCK SEARCH GROUP, Vancouver, British Columbia

Engaged by this recruitment company to perform a full range of HR recruitment support, including the complete cycle of candidate screening and the coordination of job posting information for individual clients.

- **RECRUITMENT AND SELECTION:** Successfully handled the full candidate screening cycle, from interview set up, reference documentation to the coordination of background and credit checks through a third party.
- **BUSINESS DEVELOPMENT:** Collaborated with consultants to prepare PowerPoint presentations and generate marketing packages for distribution to existing and potential clients.
- **JOB POSTINGS:** Utilized Hiredesk software to track recently posted job descriptions and pair candidates with hiring managers for job interviews.
- **INITIATIVE:** Improved meetings tracking by creating a new timetable.
- **HR ADMINISTRATION:** Compiled candidate documentation packages to assist them in understanding the job placement process.
- **PUBLIC SPEAKING:** Demonstrated poise and professionalism as the firm's representative with potential candidates at job fairs and during interviews.
- **EMPLOYEE RELATIONS:** Entrusted to coordinate various staff recognition and team-morale boosting initiatives including dinners, lottery draws and fundraising activities.
- **HRIS MAINTENANCE:** Diligently recorded HR information including internal staff attendance and summer student hiring, employing WIN/PeopleSoft software to verify, update and revise employee information.
- **PERFORMANCE EXCELLENCE:** Received the "Employee of the Month" Award in October 2007.

"Joanne is a personable, hard working, diligent employee, who worked hard to learn our HR processes, HRIS and client service protocols. She was always willing to go the extra mile and displayed a high degree of integrity, responsibility and reliability."

S. Pascal, Placement Director, 2008

COMPUTER PROFICIENCY

Microsoft Office (Word, Excel, PowerPoint, Outlook, Access) ♦ MS Publisher ♦ PeopleSoft

Joanne had recently completed her master's degree in human resources management and was having a hard time finding any job in her field. For 3 months after graduating she had only one informal interview, and that interview was a result of a referral from one of her peers from her master's program. Joanne had many assets that she had overlooked in her resume; specifically her academic accomplishments such as awards & scholarships and her hands-on projects – none of which appeared on her previous resume. I decided to create an academic showcase on the front page, highlighting the areas in which she was trained, her academic recognition and many awards, as well as her academic projects, in which she was able to apply her theoretical knowledge in real life settings.

In reviewing her work history during her consultation, especially her most recent job, it was very evident that Joanne was using her HR knowledge to improve the operating efficiency of the restaurant where she worked as a Manager, thereby increasing her hands-on competency in HR management. As such, I felt it would be best to use those keywords to draw out the hands-on HR capabilities she offers. Joanne had completed an HR internship but had relegated it to 2 lines on her previous resume, again I used the same strategy of pulling out all the HR functions she performed or supported, with a focus on achievements statements.

Joanne had also received many great letters of reference from her past employers and brought those to the consultation, I took some great quotes that directly reflected on her work ethic and performance excellence and included two text boxes that broke up the flow of bullets, helping to bolster the effectiveness of her presentation.

In terms of design, Joanne is warm and friendly but not loud. She was understated but elegant in her presentation; as such I wanted to reflect that in the design using purple with lots of white space. Joanne received many interviews and accepted an offer as an HR Associate at a large hospital in British Columbia.