

# RESUME WORLD INC.

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## SUMMARY OF QUALIFICATIONS

A **Bachelor of Commerce Degree, Honours Business Administration** with **triple majors in Human Resources Management, Marketing and Management Science**. Strong knowledge of labour relations, occupational health and safety, recruitment, training and development, design and administration of compensation plans, pay and benefit administration, pay equity and related labour laws. Capable of championing strategic initiatives, foster team synergy and execute effective management strategies.

Creative thinker with effective human resources management, marketing planning and objective setting abilities combined with strong leadership, team building, communication, and presentation skills. Self-motivated with the ability to excel in a fast-paced environment; communicate effectively at all levels; grasp and apply new procedures quickly; and adapt readily to the demands of the job.

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## PROFESSIONAL SKILLS & KNOWLEDGE ACQUIRED THROUGH EDUCATION

### ***Human Resources: Administration, Training & Development:***

- Acquired skills in the concepts, principles and techniques of assessing training and development needs and designing and delivering effective training programs using PowerPoint
- Ability to provide guidance in the areas of compensation/benefits, recruitment/selection, program design and implementation, job analysis, performance management and labour relations
- Examined the development of strategic human resource policies and programs in the areas of managing people at work, compensation/benefits, high-performance culture, talent management, job security, employee morale/motivation, loyalty and fairness, work stress & occupational safety
- Analyzed the concepts of individual and group behaviour as they affect performance in organizations including, communication, decision-making, leadership/structural issues
- Comprehensive understanding of industrial relations, particularly relating to union-management relations, the collective bargaining process, and relationship between the unions and employers

### ***Management:***

- Capable of identifying and articulating the strategic issues that organizations face including the development of an organization's strategic directions, capabilities and internal/ external dynamics
- Ability to create a work environment that promotes innovation and peak performance; integrate high-performance expectations into everyday business practices; and use human resource policies to enhance competitive advantage with emphasis on strategic human resource practices that reinforce and support the core capabilities of the organization
- Analyzed ways of enhancing management decision-making process through the application of economic theory, applications of micro and macroeconomic principles specific to labour supply and demand, market structure and prices, externalities and competitive market equilibrium

### ***Marketing:***

- Analyzed numerous marketing strategies through extensive case studies as well as developed a marketing business plan for a boutique software company
- Applied analytical techniques, models, research findings and domestic and international case studies to foster effective product development and the design and implementation of strategic integrated marketing communication campaigns
- Examined capital markets, foreign exchange markets, and labor markets in both a national and international context using case studies and current economic developments globally

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**EMPLOYMENT EXPERIENCE**

TD CANADA TRUST, Windsor, Ontario Jun 2004 – Present  
**Customer Service Representative** (part-time)

- Represent the bank in a professional manner while providing a high standard of customer service
- Accountable for promoting and selling the bank’s financial services and products such as traveller’s cheques, foreign currency and GICs
- Handle and process general ledger entries and balance accounts on a daily basis which include handling withdrawals, loan and mortgage payments, cheques and foreign exchange transactions
- Work supportively with Investment Counselors, providing assistance in opening/closing accounts
- Conduct and promote brief presentations on alternate banking methods such as the PC/internet options, telephone banking and Green Machine demonstrations

UNIVERSITY OF WINDSOR, Windsor, Ontario Jan 2002 – Dec 2005  
**Head Teachers’ Assistant** (part-time)

- Selected and recruited approximately 15 Teaching Assistants per semester for the Management Science, Human Resource, Communication and Computer Science courses
- Prepared class lists and entering marks for over 2000 students as well as assigned students to Teaching Assistants, scheduled labs and weekly meetings for Teaching Assistants
- Prepared class notes, problems for projects, marked quizzes, assignments and exams
- Accountable for proctoring exams, attending office hours and tutoring students as required which included lecturing to students on a weekly basis

**VOLUNTEER EXPERIENCE**

UW, TAMIL STUDENT ASSOCIATION, Windsor, Ontario Sep 2002 – Present  
**Coordinator/Promoter** (volunteer)

- Work collaboratively as part of a team in organizing various events and in preparing advertising and promotions materials
- Participate in meetings, discussing issues and concerns and making recommendations as well as participate in dances, sports and other initiatives
- Play a key role in the creation of the Millennium Get Together events tickets
- Promote advertising packages for the Sankofa News at the University of Windsor

JACKET FACTOR COMPETITION, Windsor, Ontario 2004  
**Umpire (University of Windsor)** (volunteer)

- Supervised over 1300 students in the competition and provided assistance to the professor

**EDUCATION**

HUMAN RESOURCES PROFESSIONALS ASSOCIATION OF ONTARIO  
**Certified Human Resources Professional Designation (CHRP)** (final exam in May 2006)

UNIVERSITY OF WINDSOR, Windsor, Ontario 2002 - 2006  
**Bachelor of Commerce Degree, Honours Business Administration**  
• **Triple Majors:** Human Resources Management; Marketing; Management Science

**SPECIAL PROJECTS**

- White Consulting Firm – *Seminar on Overlooked But Necessary Components: Preparing Training Manuals, Lectures and Platform Skills*, 2005
- Ontario’s Training Our Professionals – *Facilitating & Debriefing Experiential Learning*, 2005
- MLK Consulting Group Inc. – *Bringing People Together - Dealing with Difficult Participants*, 2004

**ACTIVITIES**

- Organizer and a Video Editor of South Asian Programs
- Organizer for Multi-Cultural Programs

**REFERENCES ARE AVAILABLE UPON REQUEST**