

RESUME WORLD INC.

1200 Markham Road, Suite 108, Toronto, Ontario M1H 3C3

Tel: (416) 438.3606 / E-mail: info@resumeworld.ca

CAREER PROFILE

A Human Resources & Payroll Manager with over 15 years of progressive experience augmented by a strong post-secondary background in Human Resources, Accounting and Business Administration. Experienced in **Payroll Administration, Benefits/Compensation Administration, Talent/Performance Management, Recruitment/Selection, Training/Development, HR Policy and Organizational Design, Contract Negotiation, Job Costing Analysis, People Management, Progress Improvement, and Strategic Planning**. Sound knowledge of Labour Relations, Occupational Health & Safety, Pay Equity and other related labour laws. Proven ability to function as a Strategic HR Business Partner and develop and implement successful human resources management strategies to support corporate mandate.

Creative and innovative thinker with effective human resources management and goal setting abilities combined with superior leadership, team building, communication, interpersonal, and presentation skills. Self-motivated with the ability to excel in a fast-paced environment; communicate effectively at all levels; manage competing priorities; and adapt readily to new challenges.

PROFESSIONAL EXPERIENCE

CONSUMER PRODUCTS, Brampton, Ontario

Mar 2006 – Present

Human Resources & Payroll Manager

Function as a HR Generalist, responsible for Payroll Administration, Benefits/Compensation, Training & Development, Recruitment/Selection and Employee Relations, reporting to the AGM/Controller

- Manage and process bi-weekly payroll for 200 salaried/hourly employees using Ceridian Insync
- Coach managers on the process of evaluating employees, setting goals, conducting objective performance reviews, and recognizing and awarding performance to improve productivity
- Handle employee terminations, grievance and other difficult situations in a sensitive, fair and respectful manner, working closely with legal council, supervisors and management
- Identify talent and aspirations of individual employees and provide coaching aimed at motivating them to undertake the necessary training required to advance their careers within the company
- Develop job profiles and source candidates from major job boards; select, interview and hire 76 employees in collaboration with department managers
- Plan and develop on-the-job training programs for line employees and career development programs for managers with a focus on retaining existing talent and reducing employee turnover

Accomplishments

- Established and maintained proper structures and processes to track time and attendance, vacations, STD/LTD and other activities resulting in efficiency gains of 33%
- Implemented Payroll and HR policies resulting in annual cost savings of \$237,000
- Improved “employer branding” by working with the IT department to design, develop and launch the company’s first career site

AMPOAH CONTRACTING CO., LTD., Hamilton, Ontario

2000 – 2005

Manager of Administration & Accounting

Directed and efficiently managed the Human Resources, Accounting and Administration functions for the Manufacturing and Distribution divisions of the company, reported to the Vice-President

- Provided Human Resources services and support to managers and division heads, assisting them to achieve divisional goals and objectives through strategic people management
- Administered payroll for 1,710 employees, including Benefits Package and RRSP Plans
- Established an open channel of communication enabling employees quick and easy access to information such as Benefits, Training and Development and opportunities for career advancement
- Assessed current and future skills requirements and developed and implemented a competency-based performance management system linking pay to KPI metrics
- Created a training program to develop employees to meet both core and job competency gaps
- Negotiated grievances and liaised with Workers Safety Insurance Board for claims processing and coordinating return to work program

Continues...

Accomplishments

- Worked directly with the President to redesign the company's HR Strategy and Payroll Function to support 1,710 salaried and hourly employees
- Created a job costing model from a manual costing system by analyzing all functions of costing and developing a system to track, monitor and cost all stages of production, resulting in cost savings of \$750,000 and recovery of \$250,000 from charge back claims for product deficiencies
- Contributed to a work environment that promoted innovation and peak performance by integrating high-performance expectations into everyday business practices and using HR policies to support the organization's core values and competencies
- Optimized administrative procedures by sourcing, procuring and implementing automated time and attendance system resulting in 23% process improvement

OSCARDO INC., Toronto, Ontario

1998 - 2000

Office Manager

Contributed to the efficiency of company operations by managing the company's financial portfolio and staff, including all human resources functions

- Identified cost savings opportunities while managing vendor management functions
- Liaised effectively with sales staff pertaining to customer credit and service issues
- Managed accounting functions, including accounts receivable, accounts payable, banking transactions, budget preparation, and financial statements including quarterly financial analysis

FREDERICK DICKSON COMPANY INC., Don Mills, Ontario

1989 - 1997

General Manager

Managed and controlled office and warehouse operations to ensure a high level of operational efficiency in support of company goals and objectives

- Managed a staff of 43, including order entry, invoice processing, accounts receivable, accounts payable, customer service and warehouse employees
- Prepared accounting reports, including year-end documentation and financial statements
- Ensured the proper application of federal and provincial legislation to payroll including: The Canada Pension Plan, The Employment Insurance Act, The Income Tax Act, Employment Standards legislation, and Worker's Compensation Acts
- Communicated remittances, accounting and year end requirements to various stakeholders
- Analyzed ways of enhancing management decision-making through the application of sound financial considerations and workforce planning

BANK OF NOVA SCOTIA, Don Mills, Ontario

1984 - 1989

Contract Analyst (Operations and Systems)

Responsible for protecting the Bank's assets by managing systems contracts within and outside the Operations Division in a timely and cost effective manner, reported to the Comptroller, Operations

- Minimized the Banks exposure to risk by evaluating contract terms relating to vendor warranties, price protection and provisions for cancellation and/or remedies in the event of a lawsuit
- Identified inefficiencies and produced appropriate amendments in accordance with negotiated agreements between vendor and the Bank; reviewed by the legal counsel when required

EDUCATION

DURHAM COLLEGE, Durham, Ontario - **Human Resources Management Diploma**, 2003

YORK UNIVERSITY, Toronto, Ontario - **Accounting/Personnel Administration Certificate**, 2000

UNIVERSITY COLLEGE, Dublin, Ireland - **Business Administration (BA)**, 1997

COMPUTER SKILLS

- Microsoft Office 2007 - Word, Excel, and PowerPoint
- DataTrak Time and Attendance Software; Electronic Data Interchange (EDI) Software

REFERENCES ARE AVAILABLE UPON REQUEST
