

Sample Resume Excerpt: Meets Qualifications

Education

- Human Resource Management Diploma – Grant MacEwan University **September 2011 - April 2013**
- Strategic Workforce Planning, DEF Organization (3-day course) **Completed in 2017**

Professional Development

Computer Skills:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) **2016**
- Extensive Microsoft Excel (macros, conditional formulas, etc.)

Employment History/Professional Experience

Human Resource Consultant **June 2015 - November 2020**
ABC Company

- Provided professional advice, consultation and services in a number of human resource program areas, including staffing, job evaluation, and employee relations. This involved:
 - Understanding the business and interpreting and applying legislation and HR policy, in order to provide clients with expert strategic advice.
 - Developing and implementing recruitment strategies to attract high-quality talent.
 - Analyzing and recommending classification levels for jobs, while maintaining positive relationships with hiring managers and employees.
- Demonstrated agility by adjusting HR strategies in response to changing business needs and long-term goals. Enjoy “thinking on my feet” and being flexible in order to meet client needs.
- Demonstrated research skills, leveraging labour market data and networks to gather information and stay current on recruitment trends and media options.
- Applied strong writing skills and knowledge of labour markets to develop media strategies that successfully targeted qualified candidates and motivated them to apply for hard to recruit to positions.
- Investigated and proposed solutions to resolve workplace issues, demonstrating the ability to build collaborative environments in stressful situations.

Human Resource Intern **May 2013 – May 2015**
ABC Company

- Demonstrated agility in providing support to a number of senior staff and a variety of HR projects. This included responsibility for coordinating and conducting research, organizing focus groups and meetings, and writing clear and concise project reports and briefing notes.
- Used Microsoft Excel to develop and provide reports that supported effective project evaluation.
- Planned work activities in advance to ensure that all assignments were completed in a timely and quality manner.
- Received an award for outstanding performance, and was promoted to an HR Consultant role.

Call Centre Agent **January 2010 – August 2011**
ABC Company

- Provided excellent customer service and developed positive relationships with clients. Asked questions to clearly identify their needs and took responsibility for resolving their questions and issues.
- Used Microsoft Excel to monitor, track and accurately report call volumes.

Community Volunteer Leadership

- Member of the Human Resources Institute of Alberta professional association.
- Chair of the 2011 United Way Campaign for the ABC Company.