

AURORA LELAJ

Ottawa, ON

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HIGHLIGHTS OF QUALIFICATIONS

- Post-Graduate Certificate in “Human Resources Management”
- Certificate in “Public Administration Program”
- Confident & good knowledge of Canadian Employment Law, Human Rights, and Labour Relations
- Facilitating experience in AODA training (Accessibility for Ontarians with Disabilities Act)
- Over 4 years of experience in admin, client service, full-cycle recruitment, postings, etc.
- 10+ years’ experience heavily in education
- Computer skills: Word, Excel, PowerPoint, Outlook
- Proficient & written communication skills in English, Italian, and good knowledge of French

WORK EXPERIENCE

Human Resources & Payroll Officer

Ottawa Hospital Research Institute – Ottawa, ON

May 2022 – Present

- Prepare employment contracts for new hires and internal changes in an accurate and timely manner
- Execute employee onboarding and contract renewals for, admin staff, grant-funded employees, postdoctoral fellows, and trainees.
- Provide specialized guidance on salary determination and assist with salary negotiations.
- Ensure annual increases are processed as required
- Review, analyze and make recommendations to resolve payroll discrepancies.
- Oversee payroll-related functions and work with HR and Payroll Assistants to ensure the proper processing of weekly payroll.
- Maintain all HR records and update employee files.
- Provide information related to policies, procedures, practices, benefit entitlements, and organization policies and procedures
- Manage administration of group benefit and retirement plans
- Process employee terminations ensuring they comply with the Employment Standards Act and OHRI policies.
- Assist in implementing the best HR programs, policies, practices, and compliance.

Human Resources & Payroll Assistant

Ottawa Hospital Research Institute – Ottawa, ON

Mar 2021 – Apr 2022

- Provided day-to-day operational support to the entire Human Resources team on all facets of HR
- Processed payroll on a bi-weekly basis (Workforce ESP)
- Supported the HR team in the timely administration of yearly projects such as (the Long Service Awards and the Canada Summer Jobs program)
- Assisted with new hire orientation and Employee Learner Module requirements
- Processed paperwork for unpaid individuals
- Assisted with weekly and monthly reports and audits
- Data entry for new hires and contract renewals
- Monitored the HR inbox(s) and distributed emails to the appropriate HR Officer

Human Resources Coordinator

Abrams Towing – Toronto, ON

Oct 2019 – March 2020

- Reported to the HR Manager to advise on the functional area.
- Provided administrative support to the HR department, as needed, in areas such as research, record-keeping, file maintenance, and HRIS entry (Workday)
- Maintained records of personnel-related data in both paper and the database and ensure all employment requirements are met
- Ensured that effective and up-to-date health and safety at work regulatory framework is maintained
- Stayed current on governmental requirements and laws in their functional area.
- Supported the recruitment/hiring process by posting jobs, sourcing candidates, performing background checks, assisting in shortlisting, issuing employment contracts, etc.
- Interacted professionally and communicate well with all the staff
- Conduct and supervise training and development programs through Mindflash for employees.

Human Resources Development Officer – Co-op Position

Evangel Hall Mission, Toronto, ON

May 2019 – Aug 2019

- Developed a new staff Orientation Guide and Onboarding process
- Provided tools and recommendation practices to develop and monitor accommodation plans
- Implemented a performance review program for staff
- Delivered training to staff, to ensure understanding of participation in these processes

Restaurant Manager

May 2016 – July 2018

The Prince Edward Restaurant, Charlottetown, PEI

- Managed the restaurant for the procurement of Customer service, Health & Safety
- Directly responsible for full recruitment activities, including screening, resumes and interviewing alongside the restaurant owner
- Developed interview questions and acted as a panel member for all interviews
- Responsible for Day-to-Day operations and able to multi-task duties, schedule, inventory

English teacher

Jan 2006 - April 2016

Gr 3 - Gr 12 (Elementary / Secondary / High school - Public school)

Regional Educational Directory, *Gjirokaster, Albania*

- Taught English as a second language for 10 years to youth aged 9-18
- Taught students using a systematic plan of lectures, discussions, audio-visual presentations, and difficult accommodation needs
- Evaluated progress, need to assess students, and discussed results with co-workers, parents, stakeholders, and management office
- Prepared and implemented remedial programs for students requiring extra help
- Participated in staff meetings, educational conferences, and teacher training workshops with new teaching methods

VOLUNTEER EXPERIENCE:

Secondary school "Andon Zako Cajupi," *Gjirokaster, Albania*

Sept 2013 – Ap 2016

Educator volunteer

- Guided mentored and leaded new students from the university to ensure their skills for their future profession
- Coached, educated, and trained in procedures and policies in the education area
Gjirokaster, Albania

EDUCATION

CHRP – in progress

Public Administration Program

World Skills Employment Centre

Oct 2021 – Dec 2021

Permanent Education, Ottawa, ON

- Intensive French Programme – Level 5

Oct 2020 – Mar 2021

Client Service Excellence

Aug 15, 2019

Human Resource Management - Post Graduate Certificate

George Brown College, Toronto, ON

Sep 2018 – Aug 2019

- Employment Law, Human Rights, Labour relationships, Compensation, Accounting, Recruitment & Selection, Accessibility for Ontarians with Disabilities Act (AODA), Health & Safety, Organization Effectiveness, Training and Development, HR Planning, etc.

Bachelor of Education, Major: English

University Eqrem Cabej, *Gjirokaster, Albania*

Sep 2000 – July 2004

- Heavily focused on English literature, grammar, writing skills, history, counseling
- Canada Equivalency "WES" - Bachelor's degree (four years) in English Education