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KRITIKA SHARMA

CAREER SUMMARY

Enthusiastic & high energy driven professional targeting for challenging assignments in Human Resource Management with a reputed organization

CORE COMPETENCIES

- Human Resources
- Financial Accounting
- Critical Thinking
- Client Relationship Management
- Time Management
- Active Listening
- Excellent Communication
- Sales and Marketing
- Judgement and Decision Making
- Social Perceptiveness

EXPERIENCE

Recruiter

MaxSys Staffing and Consulting, Ottawa

October 2021-November 2022

- Research and evaluate prospective candidates utilizing various internet channels; referral networking; direct recruiting; resume database.
- Recruitment within our temporary, temp to permanent, and contract services division. In this role, source, screen, evaluate, interview, and select candidates for employment on available temporary, temp to hire, and contract staffing assignments
- Administer a variety of Human Resources initiatives for all company personnel, including assisting with development and implementation of personnel policies and procedures and updating policy documents
- Attend networking and industry events, as required, to meet with and expand contacts with employers and candidates.
- Administer background and drug tests, as required, and evaluate the suitability of employment.
- Manage all documentation and compliance paperwork and upload it into a proprietary database (Humanis and Avionte)
- Document any phone calls, text messages, emails, or all other correspondence with candidates/ employees
- Maintain an individual payroll record for each employee's earnings in accordance with current regulations governing such records

Store Manager

Subway, Ottawa

May 2020-September 2021

- Maintain store staff by recruiting, selecting, orienting and training employees
- Grew existing customer accounts by 30% through exceptional customer service and effective sales techniques
- Completed store operational requirements by scheduling and assigning employees; following up on work results

- Ensure standards for quality, customer service and health and safety are met
- Operating cash registers, managing financial transactions
- Organize special promotions, displays and events

Dispatch Coordinator Service

Garda World

May 2019-April 2020

- Scheduling and dispatching workers, work crews, equipment, or service vehicles to appropriate locations according to customer requests, specifications, or needs.
- Conferring with customers or supervising personnel to address questions, problems, and requests for service or equipment.
- Creating and maintaining files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information

Human Resources Specialist

Tewegan Housing for Aboriginal Youth · Internship

October 2018-April 2019

- Assisted with day-to-day operations of the HR functions
- Compiled and Updated employee records
- Conducted initial orientation with the newly hired employees

Customer Care Specialist

PC Optimum, Loblaws, Ottawa

September 2018-May 2019

- Handled 30+ calls every day, with duties including signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.
- Received an average 75% customer satisfaction rating to date, 15% higher than company average

Customer Service Representative

Kochar Infotech PVT. LTD

Jan 2017-July 2018

- Resolved 200+ weekly customer inquiries via phone and email, consistently exceeding targets
- Pioneer development of an improved system for following up with unsatisfied customers, reducing customer churn by 10%
- Proposed more efficient call script to reduce average customer handling time, which was well-received and implemented by management

EDUCATION

Registrant of HRP/CHRP | Human Resources Professionals Association, Ottawa (2022- Present)

Project Management Graduate Certificate | Algonquin College, Ottawa (2019-2020)

Human Resource Graduate Certificate | Algonquin College, Ottawa (2018-2019)

Bachelor in Commerce | Guru Nanak Dev University, India (2017)

Diploma in Office Management |Guru Nanak Dev University, India (2017)

Volunteer and Co-curricular Activities

Student Leadership Program-September 2019

Strengthened social connections by meeting up with new people from different background and communities, developed intellectual skills by sharing own ideas and by hearing others' perspectives.

General Volunteer

- **PMGC Networking Event – February 2020**
Responsible for event day set up, guest assistance, and registration
- **Algonquin College Day1 – January 2019**
Responsible for set up and close of the event, acted as greeters, wayfinding, and assisting staff

References Available Upon Request