**ESSABRI MEHDI**

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126 Jolliet Ave, Ottawa, Ontario, K1L 5G9

**Key Qualifications:**

* Expertise in HR management, including recruitment, training, performance evaluations, and proactive conflict resolution.
* Bilingual in French and English, with advanced communication and interpersonal skills.
* Experience in a digital environment, including the use of sourcing platforms such as LinkedIn, Indeed, Facebook.
* Strong customer service skills, for both internal and external clients.
* Proficient in MS Office Suite (Excel, Outlook, PowerPoint, and Word) and HR management software.
* Excellent organizational and time management skills to effectively handle multiple tasks.
* Demonstrated ability to maintain confidentiality and discretion with sensitive information.

**Education:**

**Master’s degree in human resources Strategy and Management, 2017**

University Cadi Ayyad, Marrakech, Maroc

WES Equivalence: Master's Degree

**Bachelor’s degree in business administration, 2014**

University Cadi Ayyad, Marrakech, Maroc

WES Equivalence: Bachelor's Degree

**Professional Experience:**

**Agent, Activation Department, MSi Bell Canada**
Ottawa, Ontario (October 2023-Décembre 2023)

* Streamlining activation processes and enhancing customer service efficiency.
* Analyzing customer activation processes, identifying pain points, and implementing solutions to streamline workflows and improve efficiency.

**Human Resources Assistant, Crédit Agricole Bank**
Marrakech, Morocco (January 2020-July 2023)

* Implementation of HR document processing automation, reducing personnel time spent on activities by 30% and increasing department efficiency.
* Designing and implementing a training program for new employees, reducing staff turnover by 20% within the first six months of employment.
* Implemented automation of HR processes, increasing departmental efficiency.
* Designed and implemented training programs for new employees, reducing staff turnover.
* Collaborated with department heads to develop recruitment strategies.
* Sourced candidates, screened resumes, and coordinated interviews.
* Participated in networking events and utilized various sourcing methods.

**Administrative Assistant, Crédit Agricole Bank**
Marrakech, Morocco (October 2018-January 2020)

* Managing administrative and financial operations for new branch projects.
* Orchestrating and streamlining schedules and appointments for executives and team members, optimizing time allocation with calendar management software, improving efficiency by 40%, and increasing meeting punctuality by 25%.
* Ensuring creation and maintenance of records, as well as preparation of reports in accordance with management directives, ensuring compliance with bank standards.
* Acting as a liaison between internal departments and external stakeholders, facilitating communication and ensuring smooth project execution.
* Performing daily administrative tasks such as data entry, file management, and answering phone calls to ensure smooth office operations and provide support to team members.

**Volunteer Experience:**

Volunteer, Shelter Services Center, CISSSO
Gatineau, Quebec (March 2024-Present)

* Performing tasks such as assisting residents, organizing activities, providing support services, and contributing to the overall operation of the center.