

# Jennifer Smith

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Recent **human resources graduate** with plans to write **CHRP designation** in November 2016 possessing a proven record of **producing results as a manager** by creating an atmosphere of respect and co-operation **seeks entry level position in human resources**

## SELECTED ACHIEVEMENTS

- Created staff management and training policies that increased employee satisfaction and engagement, retaining two employees who confessed to having been searching for other employment
- Praised for staff management skills with executive, members, and staff noting a greatly improved general atmosphere and increased involvement from both staff and club members
- Improved communication and consistency of expectations through the creation of staff job descriptions, duty lists, and communication booklets
- Managed staff of up to 8 members

## CORE COMPETENCIES

- Staff orientation
- Payroll
- Scheduling
- Recruiting
- Staff training & development
- Labour relations
- Compensation and benefits
- Planning
- Full cycle bookkeeping
- Microsoft Office (Word, Publisher, Powerpoint, Excel)

## EDUCATION

Mohawk College	<b>Human Resources Diploma (Honours)</b>	2012-2015
Cadore College	Financial Services	1997-1998
Nipissing University	Bachelor of Arts (Honours) Geography	1992-1996

## EMPLOYMENT HISTORY

Company A (bar)

**Manager**

March 2009 – present

- Promoted to manager in September 2015
- Developed job descriptions and duties task lists for all positions to ensure consistency in training and clarity of expectations
- Began holding regular staff meetings to discuss problems and brainstorm to develop solutions and plans to improve service
- Implemented communications log for to allow for more efficient sharing of suggestions, information, etc
- Improved general staff morale through providing increased responsibility and encouraging input from staff on changes they perceived as potentially beneficial
- Completely restructured and reorganized office files and procedures
- Hired, trained, mentored and guided staff

- Conducted orientation for new hires
- Staff scheduling
- Payroll
- Payroll remittances
- Planned and organized dinners, events, bands, member nights, dinners and other events
- Reconciled cash, record sales, and prepare deposits
- Prepared and monitored cash floats
- HST remittances
- Maintained food and alcohol inventory levels

**Company B**

**Bookkeeper**

Sept 2011 – present

- Payroll and benefits administration
- Payroll remittances
- WCIB
- Entered sales and purchase invoices
- HST and corporate tax remittances
- Bank reconciliations
- Filing

**Company C - restaurant**

**Owner/Operator**

Jun 2007 – Feb 2009

- Hired, fired, disciplined, mentored, and trained staff
- Prepared payroll and remittances
- Ordered and maintained food and drink supplies
- Bookkeeping
- Entered and paid accounts payable invoices
- Managed cash, floats, and deposits

**Company D financial services**

**Administrative Associate**

Apr 2001 – Mar 2008

- Liaised with new hires and conducted orientation
- Revamped orientation package
- Supervised temporary staff in mutual fund compliance project
- Implemented new system to ensure future compliance of files
- Entered applications for life insurance and mutual funds

**CERTIFICATION AND PROFESSIONAL MEMBERSHIPS**

**Member of Human Resources Professional Association**

Smart Serve

Mutual Funds Course

Canadian Securities License (honours)

**VOLUNTEER**

Editor Loons Call – 406 Squadron

2014 – present

Board of Directors - North Bay Crisis Centre

2005 - 2007