**Chase Talent** Ottawa, ON| c\_talent@gmail.com | linkedin.com/in/ctalent | 613-222-5498

**Summary of Qualifications**

* 2nd-year Telfer student currently pursuing a degree in Human Resources Management at uOttawa
* Solid foundation in human resources management; in-depth knowledge related to industrial relations, staffing, compensation, and organizational development
* 2 years of experience in supervisory roles and 4 years in customer service positions
* Strong leadership, conflict resolution, and team-building skills acquired through a managerial position in one of the leading hotel chains in North America
* Excellent bilingual communication skills and client service abilities developed through various positions in the hotel industry and through extracurricular activities
* Proven ability to excel and perform effectively in stressful and fast-paced environments

**Human Resources Internship**

**Assistant Recruitment Officer** Month – Month year

PowerCorp Business Solutions, *Ottawa, ON*

* Assisted 4 senior managers with the screening of 60+ applications and the selection of qualified candidates for the virtual interview process; reviewed the answers and prepared a detailed assessment
* Promoted the company and increased brand awareness by attending numerous, weekly networking events and acquiring in-depth knowledge of the company’s values, mission and main strategic goals

**Management Experience**

**Front Office Manager** Month year – Month year

Fairmont Château Laurier, *Ottawa, ON*

* Promoted within 2 years from server, to office attendant, to front office manager
* Awarded and recognized as employee of the month on numerous occasions
for meeting personal objectives and exceeding guest expectations
* Trained and managed 16 part-time and full-time attendants and achieved
significant improvements in their productivity after initiating personal goal setting exercises
* Supervised activities of workers engaged in taking and cancelling reservations
and increased productivity after evaluating and streamlining booking processes
* Communicated and collaborated with employees from various departments,
including Security, Engineering, Special Events, and the Health Club on a regular basis

**Additional Work Experience**

**Computer Lab Technician (Research Assistant)** Month year – Month year

University of Ottawa, *ON*

* Provided assistance to students from multiple faculties and completed troubleshooting activities related to various software (mainly Microsoft Office software and applications)
* Prepared and presented 5 workshops on effective Internet research techniques,
bibliographic search tools and databases, APA Style Helper, Excel, and PowerPoint
* Completed numerous research projects requested by the lab administrator
* Ensured the overall safety and cleanliness of the facilities at all times

**Front Office Attendant** Month year – Month year

Fairmont Château Laurier, *Ottawa, ON*

* Greeted, registered, and assigned rooms to guests in a friendly and courteous manner; went above and beyond each week to provide guests with a memorable and customized experience
* Researched, collected, and shared information pertaining to available services and facilities at the hotel, points of interest in the city, entertainment attractions, and restaurant recommendations
* Explained features of the rooms including the electronic equipment and safety features

**Education**

**Honours Bachelor of Commerce (Human Resource Management)** Month year (Expected)

Telfer School of Management, University of Ottawa, *ON*

* International Exchange in Dublin, Ireland(Month – Month Year)

**Awards and Scholarships**

* **Canada’s University Scholarship** - Francophone High School (date)
* **Employee of the Month -** Fairmont Chateau Laurier (month/date, month/date, month/date)

**Community Involvement**

**Big Brother**

Big Brothers Big Sisters Ottawa, *ON*

* Mentoring and acting as a role model for an 8-year-old boy; providing consistent guidance and encouragement; actively promoting positive values such as self-esteem, respect, and hard work
* Planning and participating in activities once a week; ensuring a variety of outings that are both fun
and educational; seeking feedback and coaching from more seasoned volunteers

**Affiliations**

* **Student Member** - Human Resources Professionals Association of Ontario (HRPAO)
* **VP Communications** -Telfer School of Management Human Resources Association