**Chase Talent** c\_talent@gmail.com  linkedin.com/in/ctalent 613-222-5498

**Summary of Qualifications**

 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

**Education**

**Honours Bachelor of Commerce, with an option in Human Resource Management** *date*

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

 Expected date of completion: month, date

**International Exchange – Dublin, Ireland** *date*

 Key courses included: Recruitment Practices and International HR

**Human Resources Internship**

**Assistant Recruitment Officer** *date*

*PowerCorp Business Solutions, Ottawa, ON*

 Assisted several managers with candidate screening, selection, and interviews

 Attended numerous networking events to promote the company and increase brand awareness

**Management Experience**

**Front Office Manager** *date*

*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 (see awards section)

 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

**2.3 The sample human resources resumé; °www.telfer.uottawa.ca/careercentre**

**Additional Work Experience**

*Chase Talent, 613-222-5498*

**Computer Lab Technician (Research Assistant)** *date*

*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 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 overall safety and cleanliness of the facilities

**Front Office Attendant** *date*

*Fairmont Château Laurier, Ottawa, ON*

 Greeted, registered, and assigned rooms to guests in a friendly and courteous manner

 Offered 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

**Awards and Scholarships**

 **Canada's University Scholarship** - Francophone High School (date)

 **Employee of the Month -** Fairmont Chateau Laurier (month/date, month/date, month/date, month/date)

**Community Involvement**

**Big Brother**

*Big Brothers Big Sisters Ottawa*

 Presently mentoring and acting as a role model for an 8-year-old boy

 Planning and participating in activities once a week; ensuring a variety of outings that are both fun and educational

**Affiliations**

 **Student Member** - Human Resources Professionals Association of Ontario (HRPAO)

 **VP Communications -** Telfer School of Management Human Resources Association