

## SRÉSUMÉ WRITING

### Sample Résumé: Human Resources

## Tom Burzynski

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### SUMMARY OF QUALIFICATIONS

- Solutions-focused 4<sup>th</sup>-year HR student with comprehensive knowledge of HR best practices, recruitment process (screening, posting jobs, preparing job offers letters, orientation, managing payroll) and employment-related legislation and policies
- Experienced in providing administrative support and engaging in research oriented activities gained through a combination of work and academic experiences
- Adaptable and detail-oriented individual who can work under pressure, prioritize effectively in dynamic work environment, and meet strict deadlines; one of 5 students to represent York University in the HRP Toronto Annual Case Competition 2017
- Excellent interpersonal, written and verbal communication skills conduct client interviews and successfully contribute to team goals

### EDUCATION

**Honours Bachelor of Human Resource Management**, York University Expected October 2017

*Related Course: Recruitment, Selection and Performance Appraisal of Personnel*

- Conducted systematic research on how to effectively implement excellent recruitment practices and performance indicator appraisals, while applying relevant principles, procedures, and theories in the process

### CASE COMPETITION EXPERIENCE

**HRPA Toronto Annual Case Competition 2017**, Toronto Summer 2017

- Applied problem solving, critical thinking, and business acumen through analyzing and assessing a given case study in a team of 5 to develop strategic recommendations
- Developed confidence in presenting to a large audience by delivering a creative presentation to outline strategic plan to manage change process from planning to implementation
- Team was awarded 3<sup>rd</sup> place in competition which involved participants from universities and colleges in Toronto

### RELEVANT EXPERIENCE

**Customer Service Lead**, Paint Department, Home Depot Canada, Whitby 2014-Present

- Regularly recognized by management for taking initiative and providing exceptional customer service ; was promoted from Stockperson to Customer Service Associate then to Customer Service Lead within the first 11 months on the job
- Implementing a new team member recognition program within our customer service team, strengthening team spirit; this was adapted by management and utilized across all departments within our store
- Utilizing sharp decision-making and problem-solving skills when addressing customer concerns and complaints; handling difficult customer situations with tact and sensitivity
- Interviewing and mentoring new staff members; took the initiative to revise the staff training manual and develop new training procedures aimed at expediting new staff members' product knowledge

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**Annual Fund Representative** (seasonal), York University

January 2015 – April 2016

- Engaged alumni and parents on the telephone and provided campus updates to develop and maintain positive relationships that encourages their continued support for York University
- Provided training to peers and offered different methods such as job-shadowing opportunities to ensure new members were clear on their responsibilities and felt confident in their new roles
- Actively participated in team incentive programs, demonstrating commitment to meeting overall team goals

**Call Centre Agent** (Part-time), Nelson Marketing Corporation

December 2013 – September 2014

- Managed multiple line inbound calls, and provided friendly and professional customer service
- Demonstrated flexibility by handling multiple and often urgent priorities and providing relief service as a Real Estate Front Desk and Appointment Person, Product Order Desk Clerk, and Virtual Receptionist
- Handled a fast-paced call centre environment calmly, answering over 100 phone calls per day while meeting organizational standards and quotas
- Successfully built relationships with clients over the phone, and engaged in active listening to understand their needs and recommend appropriate products, services and agents

### MEMBERSHIPS AND ASSOCIATIONS

**Student Member, Human Resources Professionals Association, Toronto Chapter**

**2016 – Present**

**Mentor and Member, Human Resources Student Association, York University**

**2015 – Present**

### SPECIFIC SKILLS

- Proficient on both Mac and PC platforms, with strong knowledge of social media platforms (LinkedIn, Twitter and Facebook) for recruitment and engagement
- Advanced proficiency with MS Office, particularly MS Excel (skilled in using pivot tables, vlookups and macros)
- Working knowledge of Adobe Photoshop, InDesign, Prezi, Slideshare for creating engaging presentations and developing recruitment and promotional materials for print and web