

SRÉSUMÉ WRITING

Sample Résumé: Human Resources

Tom Burzynski

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SUMMARY OF QUALIFICATIONS

- Solutions-focused 4th-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 3rd 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