

Neelam Iftikhar

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Professional Profile

- 6+ years of HR studies full scope of HR work and projects, school office work and Arise platform and Sykes Homes, Sitel group.

Demonstrated proven ability to work in fast-paced, challenging and changing environments. Resilient and adaptable

- Client Focused, detail-orientated, self-starter. Ability to manage and delegate projects with competing deadlines.

- CHRP in progress

- Accomplished in full cycle recruitment, onboarding, follow-up after hiring process completion

- In-depth knowledge of HRIS systems and HR best practices, complete cycle recruiting and onboarding, and social websites for recruitment.

Objective

After completing the HR diploma I would like to work in the job market, I am now looking to secure a challenging and rewarding new role where I can put my experience gained within HR studies and projects to do meaningful and impactful work.

During my HR studies,

However, I took **part-time** roles such as a lunchroom supervisor at **Peel School Board** for 2 years. Subsequently, I worked with **Arise Customer Solutions and Billing**. This work helped me acquire the following skills:

- Client interaction and problem-solving
- Multitasking and time management
- Customer guidance for negotiating and managing conflict
- Communication skills
- Project management skills

Relevant HR Experience

Sykes Enterprises, Incorporated, Sitel Groups

Recruiter/Interviewing Specialist, CSR – March 2022 - Oct 2022

High volume Sourcing, screening, and interviewing candidates on behalf of clients for roles within their companies. Big Major Canadian client for entry-level and team lead positions.

Conducted candidate prescreening interviews and prepare information for hiring managers prior to their second round of in-store interview/work site interviews.

Develop rapport, relationships and communication with the hiring managers regarding job requirements, job discovery, posting of new jobs as well as candidates' skills and the hiring process.

Applicant tracking systems as well as ADP and other recruitment systems are utilized to manage the recruitment process. Use social media channels, internal databases, and organic networks to identify suitable candidates.

Leverage search tools to reach out to candidates. Craft effective outreach messages to candidates via multiple channels (email, text, WhatsApp, In Mails, and voicemail).

Reporting on hiring metrics and running various reports to assess the volume and new candidate's applications.

Peel HR staffing

Staffing supervisor, coordinator/Recruiter/payroll - January 2022 - to date

Attend Meetings, errands such as banking, sorting paperwork, posting jobs and searching for qualified candidates. Make 100- 150 calls per day. Screen resumes and conducts interviews. Perform in-person and phone interviews with candidates. Follow-up on the interview process status. Maintain relationships with internal and external clients to ensure staffing goals are achieved. Communicate employer information and benefits during the screening process.

Supervise a group of sales personnel. Change the daily timetable for shift workers to guarantee maximum effectiveness. Monitor monthly performance and trends to aid in business forecasting. Solve consumer issues that have been escalated. Use my substantial portfolio, I work with wide range of industrial, production, and logistics clients deal with a diverse range of industrial, production, and logistics clients using my substantial portfolio.

As a recruiter, I use the marketplace to identify critical talent and applicants before managing the hiring process from beginning to end. I use our current database, job boards, contact lists, and your direct recruitment techniques to find applicants.

I manage the hiring process in accordance with shifting priorities and client requirements, and I virtually meet with prospects to assess their skills and grasp their employment choices. To different Account Managers, I submit applicants. I focused my work on administrative and payroll tasks. Develop a plan and establish growth objectives.

Arise Customer Solutions (Call Center outsourcing Company)

09/2020 - 12/2021

Customer Service Representative

Reporting on hiring metrics and running various reports to assess the volume and new candidate applications, Certified and trained by Arise for Customer facing and client interaction – dealing with day-to-day operation and processes, processing service calls for customers. Arise processes and procedures adhere. In the top tier (Platinum) for meeting and exceeding targets by Reliance Home Comfort. Working with one Canadian client (Reliance Home Comfort) and one US client (Comcast Xfinity). Customer solution and billing, booking service calls, providing guidance and resolution for customer questions. Working under Arise as a Customer Service Representative.

Peel Adult Learning center (Brampton)

step—up to customer service certificate July,08, 2019

Certified and trained by Peel instructors for Customer facing and client interaction – dealing with day-to-day operations and processes. Leverage search tools to reach out to candidates. Craft effective outreach messages to candidates via multiple channels (email, text, WhatsApp, In Mails, and voicemail).

Reporting on hiring metrics and running various reports to assess the volume and new candidate's applications.

Peel School Board

Lunch Room Supervisor January 2018 – Sep 2020

- Supervised Grades KG to Grade 8 for both nutrition breaks, indoor and outdoor. Conflict management for the kids and ensured supervision for outdoor activities and games

- Working with the office oversees the everyday operation, so many diverse responsibilities are handled. Work with staff and students with different cultural and language backgrounds.

Projects

Many case studies and projects have been done during the Human Resources Diploma.

The Experimental learning project — The College of Dental Hygienists of Ontario

- Action Plan for Implementation
- Organizational Structure: Recruitment & Retention
- Organizational Culture: Onboarding and Mentorship
- Organizational Performance: Compensation Strategy
- Future Considerations

Qualifications / Professional Development

CPHR Human Resource Professional Association (in progress) (2022)

McMaster University, Hamilton, on— Human Resources Management Diploma

Nov, 01 -2020

Peel Adult Learning Center, Brampton, on— step-up customer service certificate

July,08, 2019

Canadian Career College, Mississauga, on— Early Childhood Assistant

April,05.2016. certification in Food handler and CPR

University Of Punjab, Pakistan — Bachelor Of Arts

March,01,2004

Best College Of Computer Of Science, Pakistan — Certificate Of Information Of Technology

January,05.2002

SKILLS

- Being able to identify and resolve employee concerns.
- Manage paperwork for companies—organized and prioritized
- Work to meet deadlines—excellent interpersonal, oral, written and exceptional communication skills
- Implement diversity and inclusion within organizations.

Other Details

IT proficiency: Expert user of Microsoft Office suite. HRIS, Workday, Teams. ADP, Peoplesoft, ATS

Languages: • English (Excellent)

- Urdu (Native)
- Punjabi (Native)

- Hindi (Native)

References

available on request