

JOANNA WOO, CHRL

Contact information removed for web version for privacy. Please contact at joanna@joannawoo.com

SKILLS SUMMARY

Motivated **Human Resources Leader** with a strong recruitment and data analysis background. Demonstrates initiative to improve processes with a keen eye for identifying problems and finding solutions. Exceptional organizational and time management skills, prioritizing and completing multiple tasks well before deadlines. Active volunteer with the HRPA and the Kitchener-Waterloo community.

HUMAN RESOURCES EXPERIENCE

D2L (DESIRE2LEARN), Kitchener, ON

Oct 2012 – Present

HR Programs and Data Specialist

Jan 2015 – Present

Maintain and update Dayforce HRIS system. Assist in updating monthly HR analytics dashboard for senior leadership. Audit data carefully to ensure quality and accuracy. Assist with ongoing administration and functionality of Dayforce HRIS system including requirements gathering, configuration, testing, implementation, trouble shooting, and problem resolution. Create documentation and training tools related to processes. Serve as a subject matter expert within HR as it pertains to process design, data gathering, and data analysis. Create key HR reports using SQL. Consult with employees in matters related to concerns, leave of absences (STD, LTD, maternity/parental), or other areas as required.

- Streamlined multiple internal processes to reduce errors and improve efficiency by over 50%

Technical Recruitment Coordinator

Oct 2012 – Dec 2014

Partner with managers in Product Development, SaaS, and IT to develop and implement recruitment strategies. Support recruitment activities through sourcing, screening, conducting technical phone interviews, scheduling interviews, and conducting background checks. Lead and participate in recruitment initiatives as required. Responsible for employee time off tracking including all leave types.

- Created training documentation for internal SharePoint applicant tracking tool resulting in hiring managers using the tool correctly and more efficiently
- Evaluated and compared various applicant tracking systems allowing the HR department to make a more informed decision during vendor selection
- Automated key HR tasks for job leveling resulting in an increase in efficiency

MANULIFE FINANCIAL, Waterloo, ON

Aug 2011 – Oct 2012

Taleo Project Coordinator (4-month contract)

Jul 2012 – Oct 2012

Responded to inquiries/issues from candidates and users related to Taleo. Facilitated weekly conference calls with recruitment team in Asia. Supported design, configuration pre-work, and testing for Taleo 12 upgrade. Managed system access for all new hires and terminations on weekly basis. Conducted new recruiter Taleo training sessions. Supported preparation of training content, job aids, reference guides for launch of Taleo in Asia. Performed other tasks related to Taleo as assigned.

- Identified and helped fix key issue that would halt recruitment operations during testing of Workday 17 resulting in a successful launch on schedule

Recruitment Coordinator

Aug 2011 – Jul 2012

Supported corporate recruiters managing paperwork for all hiring activities, preparing job postings, processing and monitoring candidate background checks through Kroll, coordinating interview logistics, and preparing offer letters / packages. Conducted phone screens as required. Conducted monthly virtual orientation sessions.

- Reviewed 29 Taleo correspondences to be used in Asia, identifying areas for improvement
- Created new and edited existing templates and job aids used in recruitment process, improving efficiency
- Investigated past Kroll background checks for SOX Audit, identifying gaps in Kroll process
- Saved up to 72% of costs per Kroll background check by eliminating unnecessary services

BLACKBERRY (RESEARCH IN MOTION), Waterloo, ON

May 2011 – Jul 2011

Candidate Care Coordinator (Campus Recruitment)

Prepared and reviewed job postings for approval using Taleo, prepared employment offer letters and new hire offer packages, and validated returned new hire packages assisting 2 recruiters. Coordinated logistics for ~20 interviews on daily basis. Provided support to recruiters and organizational development team as required.

- Coordinated and managed bi-weekly offer package preparation sessions, reducing downtime and increasing productivity
- Identified inconsistencies between 10+ offer letters, reducing errors and increasing consistency between all documents

HOME DEPOT, Markham, ON and Richmond Hill, ON

Jan 2010 – Apr 2011

Human Resources Staffing Coordinator

Drafted weekly staffing schedules for 150-200 associates. Partnered with Hiring Managers in recruitment process, posting job postings on Kenexa, screening applicants, conducting interviews, and processing reference checks via BackCheck. Arranged training schedules and logistics for associates and managers. Provided support to HR Manager for safety- and benefits-related issues. Conducted monthly orientation sessions.

- Established as subject matter expert on Kenexa and trained direct manager on use for applicant screening to save time
- Provided feedback and created evaluation/feedback forms for pilot training program updating to be more user-friendly and relevant
- Revived non-active Social Committee by planning monthly events and raising over \$4000 for annual holiday party

CITY OF KITCHENER, Kitchener, ON

Jan 2009 – Apr 2009

Recruitment Assistant, Applied Apprenticeship Course

Supported 2 managers, completing side-projects and phone screens.

- Completed 40-page report on campus recruitment information covering 8 areas of 6 local post-secondary institutions. Utilized by HR team to evaluate feasibility of co-op hires
- Created and posted survey on OMHRA website, collecting data to use for building a business case for online applicant track system. Later utilized to justify creating a team to further develop ATS project
- Wrote report on comparing effectiveness of job advertising process versus costs, resulting in saving time and costs for HR department

EDUCATION AND PROFESSIONAL DEVELOPMENT

UNIVERSITY OF WATERLOO, Waterloo, ON

Sep 2005 – Jun 2009

BA, Honours Psychology, Specialization in Human Resources Management, Minor in German

CERTIFIED HUMAN RESOURCES LEADER

Jul 2010

Granted by Human Resources Professionals Association

VOLUNTEER EXPERIENCE

HACKADEMY CANADA, Kitchener-Waterloo, ON

Director, Hackademy, former Program Director, CodeCrafters

HUMAN RESOURCES PROFESSIONALS ASSOCIATION, Toronto, ON and Kitchener, ON

Social Media Coordinator, HRP Annual Conference

Co-Chair, Grand Valley Chapter Peer Networking Group for Students / New Grads

TEDXWATERLOO, Waterloo, ON

Volunteer Coordinator, former Social Media Lead, Audience Experience Team