

Jamie-Joe Jackson

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HR Professional

Summary Statement:

Highly experienced Human Resource professional with a demonstrated track record of success in talent acquisition in unionized organizations. Possessing a strong understanding of recruitment strategies and best practices, coupled with comprehensive knowledge of HR procedures and employment legislation. Skilled in developing and implementing policies, procedures, and business processes to optimize recruitment efficiency. Effective communicator with strong analytical, problem-solving, and project management skills.

Key Skills and Competencies

- Highly proficient in Microsoft Office.
- Experience with Workforce Software.
- Excellent Data Entry skills.
- Proficient in Windows Operating Systems.
- Proficient in SharePoint.
- HRIS software (Oracle PeopleSoft, UKG & K212).
- Talent Acquisition: Proficient in sourcing, screening, interviewing, and onboarding candidates to meet organizational staffing requirements.
- Recruitment Strategies: Experienced in identifying recruitment sources, representing organizations at external events, and utilizing various channels for candidate sourcing.
- Leadership and Supervision: Demonstrated ability to provide leadership to staff, including training, evaluation, and performance reviews, to ensure effective utilization of resources and achievement of objectives.
- Policy Development: Experienced in collaborating with relevant departments to develop and document policies, procedures, and business processes related to recruitment.
- Communication: Strong written, oral, and interpersonal communication skills, including presentation skills and instructional facilitation.
- Analytical Skills: Proficient in analyzing data, generating reports, and tracking recruitment effectiveness using key performance indicators (KPIs).
- Equity and Diversity: Proven commitment to fostering equity and inclusiveness in recruitment practices, programs, and services.

Work Experience

DURHAM DISTRICT SCHOOL BOARD, WHITBY ON

Human Resource Assistant

Oct. 2023- Present

Core Responsibility

- Manage the adjudication process for leaves of absence requests for various employment groups.
- Enter data into the HRIS system, K212.
- Provides administrative support for retirements, resignations and gratuity verification.
- Prepare employment verification letters.
- Prepare documents, presentations, and coordinate the distribution to the appropriate parties.
- Coordinate, schedule, and proactively organize itineraries and calendars, filing system, internal meetings, events and special projects.
- Provides administrative, clerical and logistical support.
- Provide guidance to departmental staff regarding administrative functions, office procedures and corporate policies as appropriate.
- Analysed, filed and completed data entry for onboarding documents.

Key Achievement

- Drafted and submitted a proposal to improve the onboarding process for Lunchroom Supervisors and Continuing Education employees.

YMCA OF GREATER TORONTO, TORONTO ON

HRIS Agent

Apr. 2023- October 2023

Core Responsibility

- Analysed and processed onboarding documents.
- Followed up with customers for missing information.
- Carried out data entry in HRIS system, UKG.
- Uploaded files into SharePoint and HRIS system.
- Audited information in the company's HRIS to maintain data integrity.
- Managed and updated Smartsheet.
- Prepared employment verification letters.
- Provided clerical and administrative support for other departmental initiatives.

Key Achievement

- Drafted and conducted a project to determine the number of staff who are projected to retire in 2023 with excess leave.

UNIVERSITY OF THE WEST INDIES, MONA

Senior Human Resource Assistant II (Acting)

June.2021- Sep. 2021

Core Responsibility

- Scheduled and coordinated interviews.
- Prepared documents for the interview panel.
- Prepared documents for Staff Matters Committee meeting.
- Assisted in the recruitment, assignment, reassignment and separation of staff.
- Coordinated internal job requisitions.

- Prepared offer letters and packages.
- Supported internal and external inquiries and requests related to vacancies and job posts.
- Managed and maintained employment and sabbatical records and information.
- Managed the adjudication and administered leave benefits.
- Managed benefits and compensation and coordinated award for long service.
- Led and coordinated the daily activities of employee.
- Prepared minutes from Sabbatical Committee meeting.
- Counselling and advised employees and retirees on benefits.
- Organised and maintained a filing system for all confidential and work-related matters.
- Performed special projects as assigned.

UNIVERSITY OF THE WEST INDIES, MONA
Human Resource Assistant

Oct. 2018-Aug. 2022

Core Responsibility

- Managed and coordinated salary administration for Adjunct staff.
- Prepared employment contracts.
- Updated policies and procedures, ensuring compliance with current legislation.
- Collaborate with departments to create and update document policies, procedures and business processes related to recruitment.
- Provided specialized consultation to stakeholders for informed decision-making.
- Advised employees and administrators on staffing policies and procedures.
- Advised employees and administrators on terms of employment and requirements.
- Worked closely with HR management in providing HR support for the organisation.
- Analysed and processed all onboarding paperwork, including national and international employee transfer processes.
- Managed the distribution of offer paperwork to Payroll and relevant departments.
- Managed requests and provided support to employees and departments regarding timesheet submissions and issues.
- Managed data entry and updated the organization's HRIS system (PeopleSoft Oracle).
- Drafted and submitted regular reports and metrics to track recruitment effectiveness, time-to-fill and other key performance indicators (KPIs).
- Filed and maintained employee records.
- Processed incoming Department mail.
- Provided customer service, in-person, email, and by telephone.

Key Achievement

- Recommended and implemented a central email group to facilitate better and efficient communication among staff members.
- Successfully planned, organized and executed a training session on the recruitment process or Adjunct Staff.
- Improved contract preparation time from six (6) weeks to three (3) weeks .
- Drafted a proposal for Management on how to better manage the Adjunct portfolio.

UNIVERSITY OF THE WEST INDIES, MONA
IT Support Analyst

Mar. 2015 – Oct. 2018

Core Responsibility

- Coordinated recruitment and onboarding process.
- Developed and delivered orientation and training sessions designed to meet needs of new hires.
- Utilized various channels such as job boards, social media, referrals, and networking events to source potential candidates.

- Planned and organised customer service and soft skills training.
- Led a dynamic team of service desk staff.
- Implemented and managed Lunch hour production software.
- Filed and maintained employee records.
- Managed the university communication and messaging system, Mona Messaging and Banner systems.
- Provided technical support for all ICT issues.
- Performed installations, software repairs, maintenance, technical assistance and support on Windows operating system.
- Provided verification for legitimate users of the University IT resources prior to granting access
- Managed incident reporting system (Kayako)
- Provided customer service in-person, email, online chat and by telephone

Key Achievements

- Successfully planned, organized and executed IT development and productivity workshop and soft skills training.
- Successfully, planned, organized and executed outreach activities.

UNIVERSITY OF THE WEST INDIES, MONA

IT Support Analyst *Intern*

Sept. 2011 – Mar. 2015

Core Responsibility

- Provided Technical Support for all ICT issues.
- Diagnosed and resolved software mobile device, application, peripheral, remote issues.
- Configured laptops and other mobile devices.
- Performed installations, software repairs, maintenance, technical assistance and support on Windows operating system.
- Provided remote support through LANDesk, PC anywhere.
- Configured and troubleshooted all corporate applications.
- Monitored, organized help desk tickets in trouble ticket system.
- Provided first call resolution to ensure customer satisfaction.

Key Achievements

- Developed a training guide for student workers.
- Promoted to full time permanent staff.

Education

**Graduate Certificate,
International Business Management** **Sept. 2022 – April 2023**
Niagara College Toronto, Toronto, ON

BSc Management Studies, Accounts **Aug. 2010 - Nov. 2019**
The University of the West Indies, Mona Campus, Kingston, Jamaica

Certification

Computer Applications for the Office **Feb. 2020**
The University of the West Indies, Open Campus

Introduction to Events Management **Sept. 2019**
The University of the West Indies, Open Campus

Certificate in Project Management **Dec. 2018**
Mona School of Business and Management
The University of the West Indies, Mona
Campus

Supervisory Management **Aug. 2018**
The University of the West Indies, Open Campus

Reference

Available upon request.