

KRISTEEN [REDACTED]

Home Address: [REDACTED]

Contact #: [REDACTED]

Email: [REDACTED]



CAREER OBJECTIVE:

To obtain an HR career opportunity where I can fully utilize my skills, expertise, and educational background to make a huge impact and be able to contribute to the reputable organization's operations and dynamic environment.

CORE COMPETENCIES AND SKILLS:

Highly experienced HR, well-versed Recruiter, and Talent Acquisition advocate with 6+ years of solid professional experience in Recruitment Process Outsourcing (RPO) working with multiple international clients, recruiting, and hiring candidates in US, AU, UK, Canada, and India

Expertise in requisition posting, requisition management, facilitating strategic intake meetings with the Hiring Managers, sourcing, resume reviews, screening, interviewing, scheduling, offer approval, offer extension, placing candidates into roles, background references, compliance checks, onboarding, assisting new hire orientations, handling HR administration, and processing entries, changes, and exits

Solid recruiting experience focused on industries such as Biopharmaceutical, National Disability Insurance Scheme (NDIS), Life Science, Healthcare, Hospital, Massage and Fitness Training, IT, Warehousing, Manufacturing, Industrial, Customer Service, Administrative, Marketing, Supervisory, and Managerial roles, and accounts.

Proven commitment to the provision of exceptional customer service to maintain client relationships to meet client satisfaction goals.

Results, action, and process-driven and dynamic individual with demonstrated networking capabilities and building relationships.

Capable of rapidly learning new assignments and committed to deadlines and schedules.

Able to handle competing priorities and multiple tasks to meet timelines and deliverables.

Competent and proficient in verbal and written communication including outstanding interpersonal skills.

Multi-tasker, detail-oriented, well-organized, highly motivated, and driven by natural curiosity.

Demonstrated ability to problem solve and be proactively solution focused.

Adaptability to change and commitment to maintaining high standards and continuous improvement of the HR function.

PROFESSIONAL EXPERIENCES:

[REDACTED]

Industries: Massage and Fitness Training, Healthcare

Client: [REDACTED]

HR Coordinator

July 2023 to Present

Support the Head of HR in delivering HR projects in addition to the end-to-end administration and coordination of HR processes and tasks while maintaining operational excellence and best-in-class customer service.

General end-to-end HR administration support.

Management and organization of the AIF HR, Recruitment, and other inboxes as required.

Assist with responses or escalation of all internal and external HR-related employee relation inquiries or requests HR-related.

Maintenance and administration of employee records and files

Update, maintain, and answer queries on the AIF Employee Services portal/HRIS (Employment Hero) as well as Payroll system (HeroPay) becoming an expert administration user.

HR reporting includes administration and maintenance of HR databases, key dates for Team Members, and routine HR reports or sheets.

Coordinate internal and external HR and Team Member communications across the organization and maintaining one of our HR systems (Zoho People) up to date

Assist with end-to-end recruitment process including job advertising in Jobstreet (SEEK), identifying candidates, performing phone screens, reference, and other checks, scheduling meetings and interviews and recruitment events whilst ensuring the AIF brand is represented by best-in-class candidate care and customer service.

Contribute to the development, review, and maintenance of HR policies, procedures, documents, and forms.

Coordinate and distribute company policies, procedures, employment agreements, position descriptions, and other HR documentation under the direction and guidance of the Head of HR

Ensure HR resources, forms, and documents are up-to-date and accessible for all Team Members as well as HR Trello, NAB Transact, Hubspot, Chargebee, VELG, Safety Culture, Legal Vision, and ITECA

Coordinate HR paperwork and complete, assist, and coordinate tasks in HR checklists for entries, status changes, exits, annual check-ins, probationary reviews, and other HR workflows.

Coordinate reward and recognition initiatives

Participate and actively input information in Human Resources team meetings.

Conduct research, reviews, and compile data for the Head of Human Resources

Compile employment letters, including but not limited to certificates of service, jury duty letters, abandonment letters, etc.

Support Learning & Development needs within the business to address workforce gaps and ensure that the team grows within their roles including the development and facilitation of training or compliance certifications.

Keep up to date with the latest HR trends and best practice HR including legislative and industrial relation changes.

Support the broader HR team as required, including coverage for leave, workload support, and other project initiatives to achieve the HR strategy.

Action ad hoc requests and undertake any additional HR tasks and project assistance from the Head of Human Resources



Industries: Hospital, Healthcare

Client:

Partner January 2023 to July

2023

Responsible for working with Hiring Managers and business unit leaders to define and document hiring forecasts and provide clients satisfaction with RPO services.

Work closely with the client, operation management, and staff

Will define, develop, plan, and implement recruiting strategies and provide a qualified candidate pool. Upon approval of a new requisition, work with the hiring manager to obtain role briefing and to agree on sourcing strategies and timelines. Identify and implement new methods with the approach for sourcing candidates and generating new leads.

Meet weekly/monthly/quarterly production goals and revenue targets as set by the management team.

Utilize Applicant Tracking System which is Genesis and Taleo and other scheduling and interview program tools such as ModernHire, and be accountable for keeping it accurately updated at all times.

Use detailed screening and selection criteria to identify qualified candidates and determine the relevant strength of the candidates in the pool. Participate in client meetings at the direction of the Talent Acquisition Manager/Executive and/or Client Relationship Director

Develops candidate interest for available positions and client companies, as well as network of referrals.

Uses networking opportunities such as local community groups or professional associations to identify referrals for qualified candidates.

Manages projects including email marketing, competitor organizational chart mapping, mapping professional and alumni associations, social media, cold calling, and social activities.

Assessing needs, organizing, and running information career webinars and cold call campaigns Works within a budget agreed upon with the Talent Acquisition Manager/Executive

Consults on the job description, timeline expectations and manages the requisition in line with it

Sources, screens, and submits candidates to the Client focal as assigned.

Identifies user groups and professional associations which could lead to qualified candidates.

Handle several positions such as Registered Nurse for Medical Surgical, Nurse Manager for Labor and Delivery, RN for Emergency, RN for Progressive Care, House Supervisor RN, Acute Care RN, Phlebotomist, Certified Nursing Assistant, Medical Assistant, Medical Office Representative, Licensed Practical Nurse for Long Term Care, etc.

Industries: Biopharmaceutical, Life Science, Research and Development, Healthcare
Client: [REDACTED]

Recruitment Specialist

May 2021 to January 2023

Timely resume review of applicants who have applied via the Applicant Tracking System (ATS) which is Workday and TalentCloud

Utilize proprietary software for establishing candidate searches and executing mobile and email campaigning to talent communities.

Identify perceived difficulties with searches and research solutions by collaborating with the recruitment team.

Proactively and regularly communicate the status of each candidate.

Reach out and connect with phone screen requests and leads to assess fit and interest in open positions.

Conduct initial HR phone screening and develop interview schedules in our Paradox and SkyRecruit scheduling tools to ensure qualified candidates are evaluated.

Complete phone interviews and document candidate responses, effectively screening in or out of the recruitment process based on position requirements and qualifications.

Evaluate candidates against position requirements.

Provide research support to the recruitment team, including market or salary data as well as sourcing strategies using Visage Crowdsourcing, LinkedIn, Indeed, HireEZ, etc.

Assist with administrative tasks.

Ability to support multiple clients and recruiters.

Handle several positions in Research and Development department such as Biostatistics Senior Directors, Statisticians, Biostatistical Programming Senior Manager, Engineers, Senior Principal Data Scientists, Observational Research Senior Managers, Global Regulatory Affairs, Clinical Research Pharmacy Services Senior Managers, Global Supply Chain, Director of Oncology Research, Postdoctoral Fellowships in Cardiometabolic Diseases, Oncology Research, Bioinformatics, Lead Discovery and Characterization, Induced Therapeutics, Molecular Pharmacology, etc. including Corporate Functions and Business Development area

Industries: Hospital, Healthcare, Manufacturing, Warehousing

Clients: [REDACTED]

Recruitment Specialist/Human Resource Associate II

June 2018 to April 2021

Conduct initial phone screening, which includes discussing brief details of the job, technical and initial interview, negotiation of salary, summary of experience, stating the required qualifications, confirming the most availability of the candidate by next phone interview with the Account Manager to organize candidate's application interview schedule appointments.

Searching, sourcing, screening, and selection process through reliable performance systems and profiling tools to ensure skills fit each candidate and engage them with the Hiring Manager.

Developing and implementing a targeted search strategy to identify active and passive healthcare, managerial, and warehouse professionals to place and pipeline.

Using a variety of sourcing tools and techniques (job boards, internal database, Boolean, referrals) to connect with top talent in the local market territory.

Effectively sourced candidates through job portals and sourcing resumes in several job boards such as TenPath, Indeed, LinkedIn, Zip Recruiter, Monster, Careerbuilder, Dice, etc.

Formatting resumes according to the client's specific guidelines.

Assist in the dissemination of job advertisements.

Experience working for VMS clients and handling different ATS tools for various clients.

Collaborating with clients to effectively define staffing and hiring needs.

Keep Applicant Tracking Systems updated all the time and navigate several ATS such as Staffbot, Bullhorn, and Power Recruiter

Assigned to different accounts such as Cortech International handling IT, Warehousing, Administrative, and Manufacturing positions, TotalMed Staffing that caters Healthcare, Medical, and IT field, as well as Kelly Services and Schnellecke Logistics focuses on Warehousing, Manufacturing, Administrative, Industrial, and Customer Service positions

Engaging the candidate with the Hiring Manager.

Answering inbound calls, email, text messaging, and making outbound calls.

Communicate and coordinate effectively with the client throughout the aspects of recruiting, attending conference calls, daily and weekly meetings to strategize and prioritize all current openings.

Provides accurate and detailed reports: Daily, Scheduling and Interview, Submittal, and Candidate Tracker.

Real-time update of internal and client databases per each activity.

Providing weekly recruitment report metrics to the US client team.

Utilized job boards cost-effectively to source candidates and know US Work Authorizations.

Utilizing MS Office Suite and MS Outlook for correspondence and submitting resumes

Able to effectively handle the volume of requirements and prioritize them in order of importance.

Handle several positions such as Registered Nurse, Licensed Practical Nurse, Certified Nurse Assistant, Quality Assurance Specialist, Senior Claims Specialist, Healthcare Consultant, Certified Pharmacy Technician, Leave of Absence Coordinator, Financial Analysis Analyst, Provider Network Account Executive, Remote Application Developer, Account Executive, Case Manager, Executive Assistant, Learning Design Professional, Quality Management Nurse, RN Field Case Manager, Utilization Management Nurse Consultant, Behavioral Healthcare Manager, Clinical Care Manager, Digital Content Producer, Employment

Tax Consultant, Registered Dietitian, HR Operations Specialist, Medical Bill Processor, Network Credentialing Specialist, Pharmacist – Prior Authorization, Recruiting Coordinator, Team Lead Workers Compensation Claims, Utilization Management Nurse Consultant, Marketing Strategist, Sales Training Consultant, Finance Professional, etc.

APPLICANT TRACKING SYSTEMS, HRIS TOOLS, AND RECRUITMENT DATABASE USED:

EmploymentHero HeroPay HRTrello Hubspot ZohoPeople
HRSprout Genesis Taleo ModernHire Workday
TalentCloud SkyRecruit Paradox Tenpath PowerRecruiter
Bullhorn AmazonWorkspace Staffbot NABTransact
Chargebee SafetyCulture LegalVision Jobstreet(SEEK)
Indeed LinkedIn ZipRecruiter Monster Careerbuilder
Dice HireEZ VisageCrowdsourcing

TRAINING EXPERIENCE:

[REDACTED]
Human Resource Intern
April 2016 to June 2016

[REDACTED]
Human Resource Intern
April 2017 to June 2017

[REDACTED]
Bachelor of Science in Business Administration Major in Human Resource
Development Management
2014 to 2018