

SYDNEY BERRY

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HUMAN RESOURCES PROFESSIONAL

Self-motivated and dedicated **Human Resources and Hospitality** professional with proven expertise in client service and administration, complimented by strong business acumen. Consistently delivers performance satisfaction through exceptional communication and critical thinking skills. Uses effective organizational strategies to effortlessly manage competing priorities in a fast paced environment, resulting in the completion of tasks within requested deadlines. Driven and contributing team player, who takes pride in daily work, maintains a positive attitude and encourages team cohesion.

SUMMARY OF QUALIFICATIONS

- Trained in creating and formatting job descriptions as well as updating job postings and job boards
- Experienced in planning, executing and facilitating engagement activities including job fairs, interviews, networking events, holiday parties and team building events
- Competent in organizing and conducting interviews while utilizing effective selection methods
- Effectively creates, maintains, and updates resources and Orientation Kit documents
- Facilitates onboarding processes, skillfully creates and assists in the orientation and training of new hires
- Knowledgeable in Health and Safety practices, including creating policies, attending meetings, performing inspections, submitting and tracking work orders as a previous board member
- Experienced in requisition orders, inventory and supply management
- Highly competent in document administration, necessary for creating and maintaining employee files
- Familiar with Applicant Tracking Systems (ATS) and qualified to implement recruitment assessments
- Technically proficient in utilizing Microsoft Office applications (Word, Excel, PowerPoint, Project, Outlook), HRIS systems and social media platforms

EDUCATION

Human Resources Management Graduate Certificate

Algonquin College, Ottawa, ON

Apr 2016

- Completed a three-month Field Placement at the *Algonquin College Employment Support Centre*

Hospitality - Hotel & Restaurant Operations Diploma

Algonquin College, Ottawa, ON

Apr 2015

RELEVANT EXPERIENCE

Employment Officer

Algonquin College, Employment Support Centre, Ottawa, ON

Aug 2016 – Present

- Provides professional career and employment advising to current students and graduates
- Assists clients with internal and external job search activities
- Adjusts appointment style and accommodates to all clients' needs
- Aids clients in recognizing transferable skills to set career and educational goals
- Identifies client barriers and helps to overcome obstacles in order to improve job readiness
- Advises and assists clients to improve on or prepare resume, cover letter, and interviewing skills
- Assists in the planning of career events such as Job and Networking Fairs
- Created the HireAC Instruction Manual for Employment Support Centre, Co-operative Education, and external employers, which includes details on how to operate the new HireAC website and its benefits
- Organizes and files paperwork, and creates soft copies of paperwork with a keen eye for accuracy and details

Training and Development Officer

Sept 2015 – Present

*Algonquin College, Hospitality Management and Culinary Management programs, Ottawa, ON**Culinary Management*

- Provides expert advice and direction on the operations of Microsoft Office
- Attends to one-on-one sessions with students requiring extra guidance and support
- Accommodates teaching style towards all learning styles

Hospitality Management and Culinary Management

- (Acting) Assistant Manager to guide and direct the lunch service flow
- Advises students on customer service excellence in a personalized and efficient manner
- Facilitates onboarding and orienting new students and employees to the restaurant
- Aids students in using the POS and reservation systems
- Promotes self-confidence in the working atmosphere

Seasonal Food & Beverage Outlets Supervisor

June – Sept 2015

Fairmont Chateau Laurier, Ottawa, ON

- Managed four restaurant outlets simultaneously; Wilfrid's, Zoe's Bar and Lounge, La Terrasse, and Royal Service
- Created a welcoming and personalized atmosphere for all guests and colleagues
- Maintained presence and visibility in all dining rooms as well as public areas of the hotel, in order to promote positive management practices and resolve any issues and complaints
- Actively listened, addressed, and resolved any relationship conflict between colleagues
- Directed and managed breakfast, lunch, and dinner service in all restaurant outlets
- Provided on-the-job training and orienting of new employees
- Ensured colleagues were behaving according to Fairmont standards
- Oversaw the departmental Health & Safety board and ensured board was up to standard with necessary documents, pictures, and contact information

ADDITIONAL EXPERIENCE**Front Desk Receptionist, Country Inn & Suites, Ottawa, ON**

Sept 2014 – May 2015

Resident Advisor, Campus Living Centres, Algonquin College Residence, Ottawa, ON

Aug 2013 – Apr 2014

Aquatics Supervisor, Lifeguard, Instructor, Carleton Place Aquatics, Carleton Place, ON

June 2009 – Sept 2014

TRAINING & CERTIFICATIONS**Fairmont Leadership Training, Fairmont Chateau Laurier, Ottawa, ON**

June 2015

Crisis Management Certification, Campus Living Centres, Sudbury, ON

August 2013

Safe Talk Certification, Campus Living Centres, Sudbury, ON

August 2013

LINKED IN<https://ca.linkedin.com/in/sydneyberry>