

Chetana Chetana

HR PROFESSIONAL — Employee Onboarding, Talent Management, & Google Workspace

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SKILLS

- **HR Tech Stack:** Office 365 Suite, Google Workspace, ATS platforms, and LinkedIn Recruiter interface use.
- **Recruitment Process:** Full-cycle recruitment, resume screening, job portals, sourcing, and talent pipelines.
- **Employee Onboarding:** Offer letters, document verification, induction materials, portal and email setup.
- **Payroll & Benefits:** Compensation structure, payroll inputs, benefits administration, and compliance checks.
- **HR Data Handling:** HRIS tools, MIS reporting, attrition data, employee database, compliance documentation.

WORK EXPERIENCE

Supervisor

Tim Hortons

October 2023 – Present

Alberta

- Increased sales of seasonal bakery items by 50% through promotional techniques, customer upselling, and strong product knowledge delivery, POS system, inventory tools, sales dashboard, retail CRM, and also cross-sell scripts.
- Reduced order processing time by 10% by improving POS workflows and employee coordination, enhancing customer satisfaction scores by 12% through billing module, transaction logs, checkout tools, and team scheduler.
- Developed stepwise training content that improved team readiness by 15%, cutting learning curve and enhancing onboarding efficiency metrics by staff portal, module templates, learning checklist, trainer guide, and eLearning.
- Improved shift planning accuracy using scheduling data, & reducing operational delays by 22% and boosting team productivity across time slots, timesheet tracker, workforce planner, analytics sheet, and also labor matrix.

HR Intern (Recruiter)

GAO Tek Inc.

June 2023 – October 2023

Remote, Canada

- Published 100+ job ads on platforms like Indeed, LinkedIn, Glassdoor, and internal portals, improving qualified applicant diversity by 30%, using ATS, CRM, sourcing tools, Boolean search, eRecruitment, and job boards.
- Managed onboarding for 40+ hires, ensuring 100% compliance with hiring documentation and policies while reducing total onboarding time by 20% using HRIS, e-signature software, checklists, tracker, and induction kits.
- Built structured training documents that increased employee readiness by 15%, reducing time-to-productivity across departments using LMS, SOPs, learning plans, HR metrics, microlearning, and also content repository.
- Implemented Google Workspace for document sharing, reducing HR process delays by 20% while improving real-time collaboration, cloud storage, access controls, audit logs, Drive tools, shared folders, permission matrix.

Recruiter

Swift Employment

May 2023 – September 2023

Ontario

- Managed end-to-end hiring for 5 job roles using ATS and Google tools, reducing average time-to-hire by 25% while maintaining hire quality benchmarks using pipeline tracking, hiring dashboard, recruiter CRM, analytics.
- Created hybrid onboarding programs that combined in-person and virtual formats, increasing new hire satisfaction scores by 10% within 90 days through webinars, onboarding portals, scheduling tools, and video tutorials.
- Redesigned documentation workflows to achieve 100% compliance with internal HR deadlines and eliminate administrative processing errors by compliance tracker, PDF editor, digital archive, and also validation steps.
- Customized ATS filtering logic and candidate tagging rules, cutting recruiter screening time by 18% without compromising applicant accuracy by job parser, talent pool, keyword filters, ranking matrix, and boolean logic.

PROJECT EXPERIENCE

Capstone Project (Evaluation and Control Metrics)

Student HR Consultant

- Conducted in-depth analysis of employee turnover trends and performance dashboards, proposing data-driven retention strategies that projected a 15% reduction in attrition rates and also designing a revised reward system.
- Developed and executed targeted employee engagement initiatives using benchmarking and HR analytics, resulting in a 10% improvement in organizational culture and morale, alongside measurable gains in productivity.

EDUCATION

Diploma in Human Resource Management

Conestoga College, Ontario

September 2022 – April 2023

Quality Assurance Manufacturing and Management

Conestoga College, Ontario

January 2022 – August 2022

CERTIFICATIONS

- **Strategic Human Resources** – LinkedIn Learning
- **Talent Sourcing** – LinkedIn Learning
- **The Data Science of Using Data Analytics** – LinkedIn Learning