

Julie Acer

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EDUCATION

Honours Bachelor of Business Administration

Concentration in Human Resources Management

September 2009 – Present

Goodman School of Business, Brock University, St. Catharines, Ontario

- Entrance Scholarship

2009

WORK EXPERIENCE

Server

February 2013 – March 2013
June 2010 – August 2012

The Boathouse Restaurant, Port Colborne, Ontario

- Managed front of house operations by prioritizing between hosting and bussing duties, while taking orders and serving meals in order to provide prompt service
- Supported organizational goals by training new employees in restaurant procedures, systems, and customer service expectations
- Provided customers with cheerful and efficient service, encouraging repeat business

BUSINESS EXPERIENCE

Student Consultant – Recruitment & Selection

Goodman School of Business/YES Niagara, St. Catharines, Ontario

- Collaborated in the development of a recruitment and selection plan with a team of student consultants to improve efficiencies in the hiring process for a local non-profit organization
- Coordinated the project team by establishing a communication process with client, ensuring that the client's vision and needs for the process were understood and realized
- Assigned roles/responsibilities and established deadlines to ensure that all members worked effectively and were aware of their accountabilities

Student Consultant – Training

January 2013 – March 2013

Brock Human Resources Management Association (HRMA)/Big Brothers Big Sisters of Niagara (BBBS)

Welland, Ontario

- Collaborated with HRMA members to develop a training session on team building for the Board of Directors of the recently merged Welland and Fort Erie BBBS Associations
- Contributed to the effectiveness of the group through active participation in discussions and cooperation with all team members

Student Consultant – Health & Safety

October 2012 – November 2012

Goodman School of Business/ABC Industries, Port Colborne, Ontario

- Contributed to the development of a reporting policy for accidents, incidents, and near misses, ensuring that the policy was in compliance with Occupational Health and Safety Regulations
- Provided guidance to the client through the development of an implementation process, increasing the likelihood of policy acceptance by ABC employees

VOLUNTEER EXPERIENCE

Human Resources Assistant

September 2010 – April 2011

Business Career Development Office (BCDO) – Goodman School of Business, St. Catharines, Ontario

- Assisted with the review of cover letters and resumes, providing direction to students which improved their success in securing interviews
- Increased the number of online and print resources by researching labour market trends and career outlooks for students and graduates which assisted job seekers with their career search
- Pre-screened, scheduled and interviewed applicants using behavioural and competency based interviewing techniques to assist in hiring the ideal candidate

Volunteer

February 2010 – July 2010

Relay for Life, Canadian Cancer Society, Hamilton, Ontario

- Established the demand for volunteers for each component of the event and recruited volunteers to ensure successful and smooth operations
- Developed shift schedules, provided orientation and training to all volunteers to ensure the day ran smoothly for participants and the organizing committee
- Recruited teams from the community by promoting the event through print and online media which improved participation levels by 10% from previous year

TECHNICAL SKILLS

- Proficient with Microsoft Word, PowerPoint, Excel and Outlook
- Familiar with Minitab, Maple, and Access

LANGUAGE SKILLS

- Fluent (written and verbal) in French

REFERENCES AVAILABLE UPON REQUEST
