

Thomas Calle

B.Sc.s. Human Resources & Industrial Relations Candidate



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EDUCATION

B.Sc.s. Human Resources & Industrial Relations.

Expected 2025
University of Toronto

Diploma. General Arts & Science

Completed 2018
George Brown College

CERTIFICATES

Human Resources: Payroll
by LinkedIn

HR as a Business Partner
by LinkedIn

Orientation to Psychological Health & Safety in the Workplace
Mental Health Commission of Canada

Worker Health & Safety Awareness
Occupational Health and Safety Act.
Ontario Ministry of Labour

Microsoft Office 365 Certified
George Brown College

TOP SKILLS

- Remote and On Site Administration
- Organizational Development
- Sales and Product Knowledge
- Customer Relation Management
- Payroll and Schedule Software
- Recruitment and Onboarding
- Data Entry and Information Storage
- Microsoft: Word & Excel (20 Years)

PASSIONS

Business Start Ups:

- Social Media Marketing Strategist
- Operations Manager

Philanthropy & Community:

- Local Non-Profit Involvement.
- Charitable Events & Outreach.
- Cooperate Partnership & Benefit.

PROFESSIONAL EXPERIENCE

Administrator (Remote)

Switch Health Partnered w. Government of Ontario

April 2021 – Current

- Executed Account Management & Data Entry of client COVID-19 immunology records.
- Surpassed Contact Centre KPI's optimizing Average Handling Time of Computer Telephone Integrated Systems: volumes 51% > than Employee Average: 150-250 weekly, 600-1000 monthly.
- Improved Corporate Communication and Customer Relations aiding accurately sourced information concise on the COVID-19 Global Pandemic minimizing B2B Partners and Customers discrepancies.

Management, Supervisor

Spice Route Asian Bistro + Bar, Liberty Entertainment Group.

May 2018 – October 2019

- Strengthened Time and Attendance Scheduling regulating ADP Software: Payroll, Time & Attendance Management to maintain optimal performance of (+100) employees improving daily operations.
- Implemented Recruitment and Onboarding Development: Supervised one-on-one mentorship and training, voiced daily operations and organizational culture to assimilate new hires – to reduce the chance of failure and ensure confidence among employee and customer relations.

Merchandise & Retail Sales Associate Lead

Maple Leaf Sports & Entertainment Ltd. (Scotiabank Arena & BMO Field)

March 2011 – July 2017

- Succeeded among Customer Relations, Team Management and Company Culture: leaving an everlasting impression leading to (3) promotions: Co-op, Intern, Merchandiser, Lead Associate.
- Lead a team (+5) employees on a daily-basis through Organizational Development by encouraging trust, collaboration, workplace culture and communication to drive teamwork and sale success.
- Requested to Lead (16) Seasonal Onboarding, Recruitment & Development Training sessions by Department Head: through hands-on-leadership with modelling behaviour that brought an effective recruiting program to ensure new hires exceed day-to-day operations and employee potential.
- Surpassed Sales Standards becoming highest grossing store to raise Sale Analytics of units-per-transaction sold from (1.8) to (2.3) under high occupancy events of (+20,000) customers.
- Awarded: (15) Customer Service & Satisfaction Awards (pool of 130 staff) and (2) Corporate-wide Employee of the Year Awards (pool of 2,500+ staff).

Community Donation Centre Marketing Ambassador

Value Village

July 2013 - November 2014

- Promoted the positive impact of philanthropy directly with customers to raise public awareness of Company Image & Values paired with our local non-profit partner, The Kidney Foundation of Canada.
- Quantified daily/weekly donation data reports by maintaining records to ensure quality control of donor contributions and problem solving strategies.

LEADERSHIP & VOLUNTEER EXPERIENCE

Volunteer Group Leader

The Children's Breakfast Clubs Partnered w. Liberty Entertainment Group.

Winter 2018 – Winter 2019

- Participated in 8th and 9th annual Caring and Sharing Christmas Gala spreading the Joy of Christmas by serving breakfast to 1,600 children of low income families.
- Served as positive role model for the children by teaching them the value of positive self-image and importance of proper nutrition to reach their full potential.