

# Clarisse Acho Tinda

Email: [clarissetinda@gmail.com](mailto:clarissetinda@gmail.com) Tel: 514-663-9573

---

## Profile:

A dynamic Human Resources and Accounting professional. Over 4 years' experience in HR & Talent Acquisition responsible for full cycle recruitment for corporate organizations. Adept at handling high volume recruitment in fast-paced work environment. Bilingual with excellent communication & interpersonal skills; coupled with the ability to influence and make decisions. Strong organizational and analytical skills. Experience in Recruitment & Selection, HR information systems, the ability to interpret HR legislation and a strong interest in employee relations. Seeking a permanent role within a reliable company that offers career growth opportunities.

## Core Skills:

- Systems - Proficient with HR systems (Workday), processes & procedures.
- Recruitment specialist: High volume, full cycle corporate recruitment/sourcing experience
- Interviewing - Behavioral interviews using S.T.A.R technique
- Research – Understanding key competencies and qualifications required for each position
- Electronic job boards, LinkedIn, social media recruiting
- **Technical skills:** Workday, PeopleSoft, Kenexa, Sage, QuickBooks, Microsoft Office Applications
- Working towards CHRP designation

## Education and Qualifications:

2018 – present: Université de Montréal; Certificate & Master's in Industrial Relations. – (In Progress, part time)

2014 – George Brown College, Toronto; Graduate Certificate in Human Resources Management

2012 – Accountant - Association of Chartered Certified Accountants, UK

20003 - B.sc (DIPES I) Economics & Education - University of Yaoundé 1, Cameroon

## Professional Experience

### June 2021 – Present: Bilingual Talent Acquisition Specialist, IPEX

- Manage full cycle recruitment process for IPEX plants in Quebec
- Using creative strategies to attract and retain talent via various sources; direct sourcing to connect with passive candidates
- Partner with hiring managers, engineering and manufacturing managers in understanding their hiring objectives and execute on recruitment strategies that support growth.
- Drive efficient hiring process by building relationships and consulting with hiring managers, provide status updates, feedback
- Create recruitment strategy for Quebec plants by identifying conventional & nontraditional sources of talent in order to build a talent pool/ pipeline
- Promote diversity, equity and inclusion, key member of the D.E& I project team, looking at ways to improve diversity in the selection process
- Track & analyze metrics while leveraging data to make decisions.

### June 2018 – June 2021: Associate Talent Acquisition Specialist – FedEx Express, Canada

Delivering effective selection and hiring processes to meet the recruitment of hourly and senior hourly positions in FedEx stations across Canada. I started on a contract basis and was promoted to a permanent employee.

- Top performer, who consistently met and exceeded targets. With workplace changes due to Covid19, I was a key part of the team hiring for flexible delivery drivers across Eastern and Atlantic Canada. On average hired over 60 new employees monthly during peak.
- Create and maintain adequate talent pools by attracting qualified candidates to FedEx through targeted sourcing, niche postings, print advertisements, organizing job/career fairs and open days depending on the market I was recruiting for.
- Full cycle recruitment of hourly employees. Create external job postings through multiple sources; resume/applicant screening, administered preplacement assessments, coordinate interviews, and criminal record checks to ensure the selection of qualified candidates.
- Managed the offer process via constant communication with candidates, completing background checks, preparing offer letters, onboarding, and ensuring that all new hire paperwork was collected.
- Part of the new hire orientation training team at; ensuring that new employees are correctly onboarded and meet all compliance and policy requirements before transitioning to their roles.
- Liaised with other departments to resolve issues. Example AAC contact in the talent acquisition team, working closely with Health & Safety team to ensure employees with work limitations are accommodated into new roles. Liaison for the Eastern region with L&D team to ensure smooth training of D3 hires; collaborate with ER on terminations and rehires.
- Created and maintained relationships with internal clients (management) by understanding their staffing needs, interpreting, and ensuring the correct application of FedEx policies; creating interview guides and providing regular reports to ensure that positions are filled in a timely manner. Also helped management keep track of operational results by providing monthly reports on recruitment activities: provided statistical data on vacancies, number of interviews conducted, candidates referred, number of hires etc.
- Participated on ER projects that support corporate recruitment and selection initiatives – example the onboarding project, Drive your career project; and part of the project reviewing & updating ES SOP's and guidelines.
- As a subject matter specialist, continuously identify key issues/concerns affecting recruitment in different territories and propose solutions to senior management as needed.
- Knowledgeable about FedEx policies and programs, recruitment best practices, industry trends, and labour regulations/code.
- Drive and promote FedEx Express culture throughout the recruitment cycle by fostering relationships with hiring managers, championing the hiring of candidates who embody FedEx purple promise and values of customer satisfaction and excellent service delivery.
- Training and coaching of contingent (agency) Recruiters and ES associates on temporary assignments in the East.
- As a Recruiter, I am the main point of contact for new hires. Responding to inquiries, ensuring that they understand key policies and redirecting them to other departments as needed.

#### **Sept 2015 – May 2018: Bilingual Customer Experience Specialist – ALORICA**

Bilingual customer experience specialist working in the Supervisory/Escalation team; responsible for resolving problems with the Walmart e-commerce online order platform and store retail issues.

- Provided coaching and training of new agents; feedback on agent performance to supervisory team; also identified areas for improvement and further training.
- Liaising with customers, stores and the finance department to resolve online payment issues.
- Served as resolution expert for on call agents, resolving escalated problems
- Follow up with vendors, distribution centers, transporters(carriers); liaise with Walmart head office and other site teams to resolve issues relating to customer orders.

#### **April 2014 – March 2015: Bilingual HR/Talent Acquisition Coordinator: Walmart Canada**

Responsible for managing and coordinating the recruitment process Canada-wide for all field management positions (assistant managers, co-store managers, store human resources managers): resume reviews, interviews, managing the background check process, offer letters, and following up with candidates.

- Conducted over 100 phone interviews monthly
- Coordinated the virtual 360 interviews/assessments for Co-Managers via adobe connect. Took part and interviewed potential Co-Managers for Quebec region
- Posting jobs on external websites; mapping and sourcing candidates from LinkedIn, Workopolis, Indeed
- Coordinating new assistant manager orientation and onboarding: Sending surveys, collecting feedback and communicating goals /expectations to new employees
- Liaised with District HR Managers, District Managers and store managers nationally to select, schedule and interview candidates
- Undertake all administration tasks nationally for the Talent Acquisition team; reviewing assessments results; sending assessments; prepare HR reports and tracking recruitment metrics; prepare candidate offer letters; maintenance of internal applicant tracking database Kenexa
- Coordinate events such as Veterans recruitment fair
- Effectively drive Walmart culture by communicating Walmart core philosophies and values to candidates and sourcing candidates who embody these principles.

**Aug. 2013 – Dec. 2013: HR Staffing Intern: University Health Network (SIMS), Toronto.**

- Participated in team on-boarding/orientation rapid improvement initiatives to identify and solve problems with staff on-boarding, generate solutions and enhance the smooth transition of new hires
- Prepared HR reports and trends and updated interview guides and training manuals
- Managed the coop recruitment cycle for new interns. This involved liaising with university representatives to review and post jobs, schedule interviews and prepare offer packages
- Full cycle recruitment for other positions within the department: posted jobs on job boards like Workopolis, screened resumes and phone interviews; interview scheduling
- Managed candidate offer process: preparing offer letters and contracts; follow up with candidates, verifying documentation and ensuring final signed offers are received
- Participated in various sub-committees: job evaluation sub-committee which assessed jobs at different compensation levels to ensure equity with the market; and disability sub-committee dealing with accommodation requests and implementation of legislation.
- Organization of internal events such as: employer-university recruitment events; Ensure co-op and intern student engagement by organizing follow up meetings with Staffing Advisor, to review objectives.
- Liaised with L&D to organize employee recognition boards, feedback forms and lunch and learn sessions

**Oct. 2007 – Nov. 2012: Finance/Accounting Experience: Various Roles**

**Accountant: Community Development Finance Association, London, UK. Feb – Aug. 2012**

**Finance Officer: Help on Your Doorstep, London UK. Aug. 2011 – Nov. 2012**

**Accounting Assistant/Bookkeeper: Migrants Resource Centre, London UK. Apr 2010 – Nov. 2012**

- Prepared management reports for the board of directors including bank reconciliations, project profit and loss statements, cash flows and variance analysis reports in accordance with IFRS and local GAAP.
- Processed monthly payroll entitlements accurately and pension administration
- Set up project/departmental accounting system resulting in improved tracking of project costs/revenues
- Assist the Finance and Operations manager in the annual/quarterly budgeting and forecast process, interpreting financial statements for non-financial staff.
- Fund accounting of designated and restricted funds according to UK SORP, ensuring grant income and expenditure (deferrals and prepayments) are correctly reported
- Filed year end payroll and tax returns; prepared records/documents for year-end audit

- Developed petty cash management policies leading to a 100% reduction in cash losses.

**Interests:**

2021 - present: Founder & Volunteer at the Mustard Seed Hope Foundation; a charity engaged in providing education, health and financial assistance to internally displaced communities in Cameroon.

2014 - Present: Freelance HR Consultant. Providing resume review and interview preparation services.