

# Jia Xin (Katie) Liu

<http://www.linkedin.com/in/katiejxliu>

(514) 992-7693  
katieliu59@gmail.com

## SKILLS AND QUALIFICATIONS

---

- Adaptable and detail-oriented individual who can work under pressure, manage time and tasks in an effective manner, and meet strict deadlines
- Experienced in event coordination, providing administrative support and fostering trusting relationships between different stakeholders
- Experienced with Microsoft Office 365, Google Workspace, SmartRecruiters (ATS), SuccessFactors (ATS), PeopleSoft, ServiceNow, HackerRank, Trello
- Excellent interpersonal, written and verbal communication skills
- Fluent in French and English, conversational Mandarin and conversational Korean

## EDUCATION

---

<b>Certificate in Human Resources Management</b> , York University	<b>2019 – 2020</b>
<b>Bilingual Bachelor of Arts in Psychology</b> , York University Glendon Campus	<b>2016 – 2019</b>
<b>International Exchange in South Korea</b> , Ewha Womans University	<b>March 2018 – June 2018</b>
<b>International Exchange in Switzerland</b> , Université de Lausanne	<b>September 2017 – February 2018</b>
<b>Diploma of College Studies (DEC) in Psychology</b> , Marianopolis College	<b>2014 – 2016</b>

## WORK EXPERIENCE

---

<b>Coordinator, General Inquiries – Talent</b> , Deloitte	<b>November 2021 – Current</b>
<ul style="list-style-type: none"><li>• Complete administrative tasks for employee lifecycle events including, but not limited to, benefits, hiring, compensation and departures.</li><li>• Deliver end-to-end operational experiences through defined processes that are standard for all business segments.</li><li>• Participate in confidential integration projects to ensure flawless onboarding experience for the acquired company and its employees.</li><li>• Offer support and advice to clients on various HR topics through ServiceNow and live chat.</li><li>• Respond to queries in line with Deloitte's processes and policies in a fast-paced environment while providing professional and positive client interactions with employees and Partners.</li><li>• Maintain accuracy of employee data and awareness of downstream system impacts.</li></ul>	
<b>Core Competencies:</b> Communication, Time Management, Adaptability, Organization, Problem Solving, Attention to detail	
<b>Associate Talent Acquisition Partner – Technology</b> , SSENSE	<b>August 2020 – November 2021</b>
<ul style="list-style-type: none"><li>• Master applicant tracking system, scheduling tools and organizational products including SmartRecruiters, Google Workspace, HackerRank and Trello</li><li>• Build strong partnerships with recruiters, hiring managers and candidates to provide an excellent candidate experience throughout the interview process</li><li>• Perform other administrative tasks as needed (sourcing, phone screening, attending recruitment events, drafting offer letters, initiating reference checks and background checks)</li></ul>	

- Demonstrate and maintain strict confidentiality of data and information

**Core Competencies:** Communication, Teamwork, Time Management, Adaptability, Organization, Problem Solving

**Lead Tutor** (Summer), Superkids E-Learning and Tutoring Center **May 2017 – August 2019**

- Tutored groups of elementary and high school students in Mathematics, English and French
- Prepared teaching material and coordinated group activities alongside other tutors
- Kept track of students’ individual progress and provided detailed reports to the parents and the director
- Performed various administrative tasks; answered phone inquiries and organized student files
- Supervised and mentored assistant tutors and volunteers

**Core Competencies:** Communication, Customer Service, Leadership, Multi-tasking, Organization, Teamwork

**Sales Associate**, Hudson’s Bay Company **May 2016 – August 2016**

- Greeted customers, responded to questions, improved engagement with merchandise and provided outstanding customer service
- Utilized sharp decision-making and problem-solving skills when addressing customer concerns and complaints; handled difficult customer situations with tact and sensitivity
- Operated cash registers and manage financial transactions

**Core Competencies:** Communication, Customer Service, Multi-tasking, Product Knowledge, Sales, Teamwork

### ADDITIONAL EXPERIENCE

**Presenter**, York University Undergraduate Research Fair **February 27<sup>th</sup>, 2019 – March 4<sup>th</sup>, 2020**

- Collected and analyzed participant data
- Nominated by a campus-wide selection committee to compete at the research fair
- Designed an academic poster
- Presented findings to the campus community, various faculty members and fair jury

**Presenter**, Glendon Research Festival **April 4<sup>th</sup>, 2019**

- Collected and analyzed participant data
- Designed an academic poster
- Presented findings to the campus community and various faculty members

### MEMBERSHIPS AND ASSOCIATIONS

**Practitioner**, Human Resources Professionals Association, Toronto Chapter **2020 – Present**

### ACHIEVEMENTS AND AWARDS

**First Prize Winner “Best Group Project”**, York University Undergraduate Research Fair **March 4<sup>th</sup>, 2020**

- Presented a research study done as part of our Intermediate Experimental Research course about psychology and non-humanities students' attitudes towards mental health
- Nominated by various faculty members to win first prize in the “Best Group Project” category