

Alison Krokoszynski, CPHR

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EXECUTIVE PROFILE

Strategic Human Resources leader and trusted advisor to executives and senior leadership teams with more than 10 years of experience aligning people strategy with business objectives across Canada and the United States. Recognized for partnering with leaders—from frontline managers to the C-suite—to solve complex operational challenges through organizational design, leadership training and development, workforce planning, and change management.

Bringing a unique combination of operational leadership and strategic HR expertise, I translate business challenges into practical people solutions that improve organizational performance, strengthen leadership capability, and build engaged, high-performing teams

EXECUTIVE IMPACT

- **Trusted advisor to executive leaders**, partnering across Canada and the U.S. to solve complex business and operational challenges through strategic people solutions.
- **Led HR strategy at multi-site operations**, aligning workforce planning, organizational design, leadership development, and employee experience with business objectives.
- **Improved organizational performance** by reducing voluntary turnover **25%**, increasing employee engagement **40%**, and designing scalable onboarding, learning, and performance management programs.
- **Bridge HR and Operations** by identifying root causes of business challenges and implementing sustainable solutions through leadership coaching, organizational restructuring, process improvement, and change management.
- **Drive digital transformation** by implementing HR technologies including HRIS, SharePoint, Learning Management Systems, Microsoft 365, AI-enabled tools, analytics dashboards, and digital onboarding platforms to improve efficiency and decision making.
- **Known for leading through ambiguity**, bringing clarity to complex situations, making sound decisions with incomplete information, and delivering practical solutions in fast-paced, high-growth environments.

CORE LEADERSHIP EXPERTISE

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| • Executive HR Business Partnership | • Employee Relations & Investigations |
| • Organizational Design/Development | • Employment Law & ESA |
| • Compensation & Benefits | • Performance Management |
| • Workforce Planning & Strategy | • HR Technology & Digital Transformation |
| • Leadership Development & Executive Coaching | • HR Analytics & Dashboard Reporting |
| • Culture Transformation | • HRIS • SharePoint • LMS • MS Office |
| • Change Management | • AI-Enabled HR Solutions |
| | • Cross-Border HR (Canada & USA) |

PROFESSIONAL EXPERIENCE

Human Resources Manager – Canada & USA

Bell Lumber & Pole | Vernon, BC | Aug 2024 – Present

Strategic Human Resources leader supporting manufacturing operations while partnering with executive leadership in both Canada and the United States to align workforce strategy with organizational objectives. Serve as a trusted advisor to leaders at all levels, including the C-suite, providing guidance on organizational effectiveness, leadership capability, employee relations, change management, and business transformation initiatives.

- Partner with executive leadership to develop people strategies that support operational performance, organizational growth, and long-term business objectives.
- Advise senior leaders on organizational design, workforce planning, succession planning, and team restructuring to improve effectiveness and leadership capability.
- Lead complex employee relations matters, investigations, performance management, and executive coaching while balancing legal compliance with business outcomes.
- Designed and launched a SharePoint onboarding system that standardized the employee experience, accelerated productivity, and improved accessibility of learning resources.
- Implement HR technology solutions including HRIS, SharePoint, Learning Management Systems, Microsoft 365 tools, dashboard reporting, and AI-enabled workflows to improve operational efficiency and data-driven decision making.
- Partner with operations leaders to identify root causes of business challenges and implement sustainable solutions through leadership development, training strategies, organizational redesign, and process improvement.
- Support compensation strategy, benefits administration, salary benchmarking, HR analytics, compliance, and governance across Canadian operations.
- Champion employee engagement initiatives, leadership development, and culture-building programs that strengthen organizational performance.

Human Resources Manager

Stutters Restorations | Kelowna, BC | Sept 2022 – Aug 2024

Owned HR strategy and execution while solving operations issues for a multi-site organization of 100+ employees during a period of growth and operational change.

- Reduced voluntary turnover by 25% by implementing structured onboarding, development pathways, and manager enablement.
- Increased engagement by 40% through recognition programs, communication tools, workshops, and employee listening strategies.
- Built custom training in LMS for supervisors, managers, and employees to enhance effectiveness, improve health & safety, and tie in to company mission and values.
- Designed and rolled out a performance management framework focused on clarity, coaching, and continuous improvement.
- Directed employee relations, organizational design, and succession planning.
- Secured 70% reimbursement of training investments through government grants.
- Adopted mental health and DEI initiatives to strengthen culture and psychological safety.
- Built a reputation for remaining calm under pressure, rapidly assessing evolving situations, and solving complex operational challenges while coordinating multiple stakeholders.

People, Culture & Operations Manager

Octopus Garden Holistic Centre | Toronto, ON | Dec 2020 – Jun 2022

- Expertise in complex project execution, stakeholder management, crisis response, and solving operational challenges in fast-paced environments where success depended on decisive leadership and execution.
- Led HR and operations through a successful transition to remote and hybrid work.
- Built foundational HR infrastructure including policies, employee handbook, onboarding, and training programs.
- Recruited, coached, and developed teams while maintaining a strong, human-centered culture.

Educational Programming Manager

Octopus Garden Holistic Centre | Toronto, ON | Feb 2021 – Jun 2022

- Oversaw the hybrid platform for teacher training programs (both in-person & virtual learning) including IT requirements like programming and scheduling, staff training and logistics.
- Handled student recruitment, enrollment and student assessments for certification.
- Facilitated faculty schedules and teaching modules, maintained compliance with governing boards, acquired program resources and materials, and handled all communications.

Operations & HR Manager

Octopus Garden Holistic Centre | Toronto, ON | Aug 2018 – Mar 2020

- Directed HR/payroll for 65 employees; improved vendor efficiency cutting costs by 30%.
- Increased membership by 241 members, generating \$1.2M annual revenue.

Earlier Roles

HR & Operations Leadership roles across hospitality, events, and service organizations. Early career in event and operations leadership developed the ability to lead through ambiguity, make critical decisions with incomplete information, influence diverse stakeholders, and deliver exceptional outcomes under significant time and operational constraints.

EDUCATION & DESIGNATIONS

- **CPHR** - Chartered Professionals in Human Resources BC & Yukon
- **Human Resources Management Certificate** - Simon Fraser University
- **BSc Science & Business**, University of Waterloo (Double Major, Cooperative)
- **Professional Development:** Connected Leadership (Harvard Business School), Event Design, Data Analytics, Digital & Social Media Marketing, HR & Employment Law courses