

CONTACT

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CAREER SUMMARY

Chartered Professional in Human Resources with over 10 years of experience in HR management, operations, and employee engagement. Proven track record of improving employee retention, developing comprehensive HR strategies, creating training programs, procedures and policies, and fostering inclusive work environments. Seeking a remote HR Manager or Generalist position focused on enhancing people culture and employee engagement.

HR COMPETENCIES

Strategic HR Planning

Performance Management

Change Management

Employee Engagement

Benefits Administration

Payroll

Employee Investigations

Training and Development

Government Training Grants

HRIS

Diversity, Equity, Inclusion

PROFESSIONAL EXPERIENCE

Human Resources Manager

Stutters Restorations, Kelowna BC

Sept 2022-Present

- Directed end-to-end HR operations for a company with 100+ employees across 6 locations, including recruitment, policy formulation, process optimization, and execution of HR responsibilities.
- Developed and executed HR strategies aligned with company goals, advising the executive team on data-driven decisions.
- Managed full talent acquisition cycle, from job description creation to hiring and onboarding.
- Implemented a comprehensive orientation & onboarding program, reducing turnover by 25%.
- Created and deployed a performance management system to align individual and organizational performance.
- Coached leaders on building high-performance teams and managing conflict, resulting in a 40% improvement in employee engagement.
- Introduced successful employee recognition and rewards programs, significantly boosting motivation, performance, and peer feedback.
- Recovered 70% of employee training costs through government grants.
- Spearheaded diversity and inclusion initiatives, enhancing workforce diversity and employee morale.
- Supported strategic workforce planning by balancing new role creation, training needs, and change management.
- Launched a mental health program, improving employee well-being and performance.
- Upheld and communicated health, safety, and wellness laws, policies, and best practices, ensuring employee awareness and compliance.

HR, Education, and Operations Manager

Octopus Garden Holistic Centre, Toronto ON (studio, clinic and education facility)

Dec 2020-June 2022

- Navigated pandemic regulations, supporting health, safety, and wellness practices to maintain business viability.
- Launched a virtual platform, transitioning HR & Operations to remote work seamlessly.
- Developed remote work policies aligning with company culture.
- Hired, trained, and managed remote teams, maintaining productivity and engagement.
- Created employee handbook, training manuals, and onboarding plans.
- Managed payroll, compensation reports and benefits administration.
- Handled performance management, conflict resolution, and employee communications.
- Successfully transitioned educational programs to virtual platforms.
- Improved organizational processes for all three businesses, and coached reception staff on how to achieve organizational goals.
- Advised business owners on HR strategies for business development.

ADDITIONAL SKILLS

Operations Management

Creation of Educational Training Plans and Content

Leadership, Communication and Relationship Building

Event Management and Coordination

Marketing and Social Media

Troubleshooting and Problem Solving

Creating and Implementing Employee Engagement and Development Programs

Scheduling and Planning

Sales

- Developed HR manuals and handled HR and payroll for the Toronto location.
- Created onboarding and training procedures.
- Assisted with launching a multi-media marketing plan.
- Managed operations, facility maintenance, and client relations.

Operations and Human Resources Manager**Aug 2018-March 2020**

Octopus Garden Holistic Centre, Toronto ON (studio, clinic and education facility)

- Planned and met operational needs, achieving \$1.2M in annual revenue.
- Directed HR and payroll for a team of 65, including administrators, trade staff, contractors, and practitioners.
- Streamlined vendor operations, reducing costs by 30%.
- Recommend employee and client relations strategies based on risks, costs and opportunities to achieve organization objectives.
- Extended workplace health, wellness, and safety initiatives to a broader range of stakeholders, progressively engaging the community.
- Designed innovative tools and strategies that promoted engagement, collaboration, and teamwork within the organization.

Event Manager**Mar 2015-July 2018**

Langdon Hall Country House Hotel & Spa, Cambridge, ON

- Planned and executed events ranging from \$10K to \$500K, ensuring client satisfaction and budget alignment.
- Handled room allocation, floor plans, timelines, A/V specs, and food/beverage logistics.
- Helped with sales of wedding, private, and corporate events.
- Crafted innovative strategies to align with client budgets, fostering enduring partnerships and ensuring utmost satisfaction.

EDUCATION**Simon Fraser University
Human Resources
Management Certificate**

Candidate for CPHR designation

**University of Waterloo,
BSc Science and Business**

Double Major in Science and Business, Co-op Program

Harvard Business School

Connected Leadership

**University of Waterloo's
Professional Development**

Certification in Successful Event Design and Coordination

iMarketer School of LondonSocial Media Marketing Certification
Digital Media Marketing Certification**LinkedIn Learning**

Human Resources courses

IICRC CertificationsTrauma Crime Scene Technician
Water Remediation Technician
Contents Processing Technician**Restaurant and Event Manager****Dec 2013-Mar 2015**

Charcoal Group of Restaurants - Wildcraft, Waterloo, ON

- Managed restaurant operations and on/off-site events, maintaining high sales and operational standards.
- Recruited, hired, and trained new staff, ensuring high standards of performance and a seamless onboarding process.
Managed performance issues, resolved conflicts, improved employee morale, created schedules, and maintained quality control to ensure operational excellence.
- Conducted beverage inventory, cost accountability, ordering, and menu creation.
- Led staff education through seminars, product tastings, and testing.

Operations and Human Resources Manager**Jan 2013-Dec 2013**

Shoeless Joe's, Waterloo, ON

- Orchestrated the grand opening, created service procedures and protocols, hired and trained staff, and launched a multi-media marketing plan.
- Managed all HR functions ensuring compliance and standardization, fostering a positive work culture, and supporting the diverse needs of staff members.