

HARLEEN KAUR

RECRUITER – HRIS (Dayforce), ATS Experience, Recruitment and Talent Acquisition

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SKILLS

- **Talent Acquisition & Sourcing:** Candidate sourcing, resume screening, and applicant tracking systems usage.
- **Interview Coordination & Scheduling:** Interview planning, scheduling, managing candidate interactions.
- **Job Posting & Advertising:** Job postings creation, online advertising, and managing recruiting campaigns.
- **Technical Tools & Software:** Applicant tracking systems, office productivity tools, Outlook, and data entry.
- **Compliance & Record Keeping:** Labor law knowledge, employee record management, maintenance of data.

WORK EXPERIENCE

Recruiter

July 2021 – July 2022

Webberz Educomp Ltd.

India

- Posted more than sixty job advertisements across Naukri, LinkedIn, and Indeed, generating a 40% increase in qualified candidate applications and improving sourcing efficiency for open positions within diverse departments.
- Analyzed over 200 resumes weekly through ATS, applying defined role criteria, and executed 100+ initial phone interviews, reducing unqualified candidate progression by 35% while streamlining the selection pipeline.
- Scheduled and coordinated 150+ interviews through Google Calendar and Zoom, ensuring 95% alignment between candidate availability and hiring panel schedules, which accelerated decision-making and minimized delays.
- Maintained and updated applicant tracking spreadsheets with 100% accuracy, ensuring compliance with documentation standards and improving reporting efficiency by 30% for recruitment-related performance metrics.
- Digitalized and managed onboarding files for 80+ hires, reducing paper-based processes by 70% and ensuring seamless onboarding operations with improved coordination between departments and enhanced record integrity.
- Implemented structured follow-up documentation for hiring stages, reducing delays in candidate communication by 40% and standardizing recruitment workflows, leading to measurable efficiency gains across hiring cycles.
- Conducted recruitment process evaluations quarterly, identifying gaps in tracking and scheduling systems, introducing corrective adjustments that improved hiring cycle time by 20% and reduced a significant error frequency.
- Aligned ATS filters with technical criteria, improving candidate-role match by 25% and reducing mismatches.

Customer Service Representative

May 2020 – December 2020

Kochar Tech Ltd.

India

- Resolved 100+ service requests weekly through controlled incident documentation and escalation protocols, achieving a 30% reduction in recurring inquiries & maintaining compliance with established response timeframes.
- Documented 200+ customer interactions weekly using CRM systems, improving data accuracy by 25% and enabling management to generate precise reports that supported trend analysis and operational decision-making.
- Facilitated overall onboarding and training of over fifteen new employees by documenting workflows and standardizing reference material, reducing ramp-up time by 20% and ensuring uniformity in service delivery quality.
- Collaborated with service department scheduling optimization, applying workload distribution analysis that reduced overtime shifts by 15% while maintaining 100% service coverage throughout operational requirements.
- Coordinated communication improvements by aligning escalation channels with service protocols, reducing inter-departmental miscommunication cases by 30% and ensuring faster resolution duration for escalated issues.
- Monitored and evaluated service quality through regular audits of documented interactions, ensuring 98% compliance with operational policies and identifying performance inefficiencies for continuous process enhancement.
- Delivered process enhancement initiatives by collaborating on updated ticket categorization rules, decreasing misrouted incidents by 25% and improving service resolution flow throughout cross-functional support teams.
- Performed system checks on 50+ processes, logged issues, & delivered reports, boosting support efficiency 20%.

PROJECT EXPERIENCE

Dayforce HR System Support

Academic Project

HR Assistant, Ontario

- Configured 100+ employee profiles in Dayforce, improving accuracy of workforce data tracking 35% in records.
- Processed 70+ leave & attendance requests monthly, streamlining approval workflows & reducing errors by 28%.
- Migrated 150+ records & generated reports, enhancing audit readiness & improving compliance accuracy 30%.

EDUCATION

Human Resources Management – Ontario Graduate Certificate

September 2023 – August 2024

George Brown College, Toronto

Business Management – Ontario Graduate Certificate

September 2022 – April 2023

Georgian @ILAC, Toronto

Bachelor of Commerce

April 2018 – May 2021

DAV College, India