

Priyanka Rao

HR COORDINATOR – CHRP (In Progress), Recruitment Process, MS Office & Documentation

✉ priyankaarao@hotmail.com

☎ (+1) 437-213-6460

📍 Toronto

in [Linkedin](#)

SKILLS

- **Recruitment & Onboarding:** Screening, interviewing, hiring, onboarding coordination, Candidate engagement.
- **HR Documentation:** Generating employee records, HR letters, Timesheet validation, Microsoft 365 & communication.
- **HRIS & ATS Exposure:** HR information systems and applicant tracking systems for streamlined HR operations.
- **Compliance & Data Management:** Maintaining confidentiality, regulatory compliance, and accurate data handling.

WORK EXPERIENCE

Assistant Restaurant Manager (Part time)

March 2025 – Present

Carlos & Pepe's

Montreal, Quebec

- Directed hiring, onboarding, & integration of 10+ staff, streamlined training efficiency by 38% by deploying HRMS tools, digitizing checklists, and streamlining orientation workflows aligned with compliance documentation standards.
- Managed weekly shift rosters for 20+ staff, maximized labor productivity by 30% by analyzing demand forecasts, reallocating manpower, and minimized idle hours by improving shift scheduling based on business demand trends.

Team Member (Part time)

February 2023 – December 2024

Pita Pit

Brantford, Ontario

- Managed 200+ daily transactions with zero discrepancies, optimized checkout speed by 32% through inventory syncing, POS audits, and streamlined end-of-day procedures aligned with operational compliance and reconciliation metrics.
- Trained 5+ staff monthly on sanitation SOPs and food safety protocols, enhanced onboarding efficiency by 25% using modular learning paths, interactive SOP briefings, and digital checklists tailored to compliance and audit preparedness.

Senior Executive (Quality Assurance)

May 2022 – November 2022

AG Enterprises

Gurgaon, India

- Supervised 8-member QA team, enforced SOP adherence & safety trainings; lowered procedural violations by 35% via compliance audits, documentation controls, and implementation of CAPA strategies across 3 production shifts weekly.
- Conducted monthly KPI reviews for 40+ employees, identified training gaps & implemented targeted up skilling & expanded QA standard alignment by 45% & enabled faster departmental reporting through improved audit traceability.

Executive (Quality Assurance)

September 2019 – March 2022

Hans Enterprises

Gurgaon, India

- Monitored QA across 4 production lines, ensured GMP compliance & minimized non-conformance by 28% through audits, escalation protocols & corrective action tracking, improving inspection closure rate 35% during monthly reviews.
- Delivered hygiene training for 60+ staff, reinforced GMP, & decreased safety violations by 33% using root cause analysis, preventive actions & compliance documentation that boosted audit readiness and retrieval efficiency by 40%.

Junior Executive Trainee (Quality Assurance)

July 2018 – July 2019

Amul (DSD, MEHSANA)

Mehsana, India

- Maintained QA logs and ISO-compliant records, improving document retrieval speed by 45% and audit readiness across 3 units, while reducing reporting errors by standardizing formats and filing across internal compliance systems.
- Conducted daily sampling in 5+ units, identified 15% more deviations, reduced customer complaints by 22%, and ensured GMP compliance by coordinating cross-functional teams for hygiene audits and equipment check verifications.

ACADEMICS PROJECT EXPERIENCE

- **Strategic Human Resource Planning:** Increased HR forecasting accuracy by 30% through aligning workforce planning, talent acquisition, competency models, and succession planning across the business units and departments.
- **Compensation Structure Development:** Increased pay equity alignment by 25% by designing multi-tier pay bands, variable incentives, and benefits matrices using regression modeling and job evaluation for over 50 roles internally.
- **Occupational Health & Safety Program Design:** Cut workplace hazards by 45% by creating detailed HIRA matrices, ergonomic safety controls & WHMIS-compliant policies & boosted safety training adoption in six zones.
- **Performance Management System Implementation:** Raised evaluation consistency by 50% using Graphic Rating Scale & weighted KPIs, reduced feedback lag 40% via dashboards, structured feedback & 360-degree appraisal loops.
- **Training and Development Module:** Increased trainee retention by 70% & participation by 55% by delivering structured safety sessions on hazard communication, PPE, fire safety & stress management via blended learning models.

EDUCATION

Post-Graduate Certificate in Human Resource Management

January 2024 – September 2024

York University, Toronto, ON

Ontario College Graduate Certificate in Process Quality Engineering

January 2023 – August 2023

Conestoga College, Brantford, ON

Bachelor of Technology in Dairy and Food Technology

July 2014 – June 2018

Mansinhbhai Institute of Dairy & Food Technology, Mehsana, India

CERTIFICATIONS & AFFILIATION

- Gold Medalist – B. Tech (In Dairy and Food Technology)
- Worker Health and Safety Awareness Training
- Student Member - Human Resources Professionals Association
- Smart Serve Certification