

RESUME

LAVINA RICHARD FERNANDES

SUMMARY:

Highly skilled personnel in people management and conflict resolution that has been acquired with years of experience into HR & IR. I also possess robust office administration experience in Canada for over 5 years. In addition, I am technically savvy in working with various software like PeopleSoft, BAAN, SAP, Yardi, Sage, SiteDocs, MS Office Suite including SharePoint

EDUCATION :

NCA Assessment courses and exams:

Completed: Tort law; Administration law; Contract law; Professional Responsibility; and
Criminal law

Pending results (appeared in January 2023): Constitutional law; Foundations of Canadian law

OTHER ACADEMIC AND PROFESSIONAL QUALIFICATIONS :

- Working towards CPHR, Alberta certification. Currently a 'general member'
- Completed Post Diploma in Health and Human Services, Bow Valley College, Calgary, 2022
- Completed UG course in Intro to Labour Relations, Athabasca University, Calgary, 2018
- Completed Bachelor of Law from University of Mumbai, India, 2016
- Completed Master of Commerce from University of Mumbai, India, 2012
- Completed Executive - PGDBM from Symbiosis Institute of Business Management, India, 2010
- Completed Bachelor of Commerce from University of Mumbai, India, 2001

CERTIFICATIONS:

- Certified Health and Safety Representative, AASP, Calgary, 2022
- Transforming Conflict, SAIT, Calgary, 2019
- Creating Engaged and Motivated Employees, SAIT, Calgary, 2019
- Diversity in Workplace, SAIT, Calgary, 2019
- Communicating Effectively, SAIT, Calgary, 2019
- WCB – inhouse one day workshop, Calgary, 2019
- QuickBooks and Simply Accounting, CIWA, Calgary, 2018

ACHIEVEMENTS:

- Winner of 'Service of Excellence Award 2021' - Silvera for Seniors.
- Won award for outstanding contribution in HR & Admin from Swaraj Builders and Developers.
- Nominated and selected for E-MBA Program at Godrej Hicare Limited.

HOBBIES:

- Community Service – active lector at St. Thomas More Parish
- Travelling
- Reading / watching crime novels / movies / television shows
- Interested in learning French language

WORK EXPERIENCE

OSP Microcheck Inc. Office Administrator

**Calgary, AB
01-Dec-2021 to till date**

- Supporting Director of Corporate Services to register new pesticides and renewing existing pesticides in USA and Canada; and updating SDS and labels on request. Supporting sales team to create sales order on Sage 300 as and when required. Supporting the President by follow-up on document/s submission on “ISNetwork” software for contract management.
- Leading the Health and Safety committee in the capacity of H&S representative by ensuring that minutes, incidents, near-misses, mandatory training, and enrollments are completed on time.
- Working closely with the CEO for any projects, marketing support, event management, policy updations, SOP revisions, new employee orientation and any other tasks assigned from time to time. Researching, informing, and updating on any current revisions in HR and O&HS policies.

Silvera for Seniors Administrative Coordinator

**Calgary, AB
21-Nov-2017 to 30-Nov-2021**

- Drafted lease agreements and completed all the formalities and documentations needed as per AHS guidelines and company norms.
- Reviewed and triaged community incidents and resolved grievances independently with residents and/ family members. Provided facility tours to visitors and potential residents and led resident orientation in the community for new residents.
- Prepared and addressed standards audit, WCB report, outbreak management documentation and any other tasks assigned by the community manager. Volunteered to complete annual rental reviews, potential resident’s assessment, timesheet updations on Payworks that was assigned as community manager’s tasks. Scheduled staff and managed vacation calendar by ensuring staffing coverage for all shifts.
- Voluntarily supported staff on newly implemented software ‘Yardi’ and resolving any issues.
- Chaired the H&S committee at Silvera for Seniors for over 3 years and resolved all incidents.
- Coordinated various events and programs for ‘active aging’ department for all 9 communities.

HUMAN RESOURCES (HR) AND INDUSTRIAL RELATIONS (IR) – INDIA (2011 – 2017)

- Led the entire gamut of HR and IR and was responsible for policies & SOPs updations, manpower planning, rewards & recognition programs, C&B, PMS, IR.
- Enhanced the effectiveness of the policy through feedback and incidents. Designed and rolled out policy handbook.
- Aligned structure with business and increasing the resource pool from 119 to 251 within a span of one year. Played a leading role in obtaining licenses from various govt authorities for newspaper vertical.
- Defined and implemented various R&R programs like Star Employee of the Month, Sitara Award, for each category of staff. Initiated and implemented ‘Buddy Scheme’ program. Conducted awareness sessions for all employees on the new PMS system, developed KRAs.
- Streamlined feedback and communication mechanism between reporting authorities and teams and created visibility for executive level. Rolled out control mechanisms for effective management of media advertising revenues. Exhaustively travelled to company offices in major locations spread across India for uniform policy implementation and monitoring.