**Christein Wong**

308 400 calahoo road • spruce grove, AB T7X 2K7

 Phone (587) 220-4672 • E-mail Christein.wong@hotmail.com

June 21, 2019

**RE:**

Dear: Hiring Manager

I have over 8 years of experience in Management and people relations in accordance to addictions. Also, I am very knowledgeable in Microsoft word, PowerPoint and Excel. **Recruitment** and the ability to creative problem solve has always been my strongest attributes.

I am a graduate of Bachelor of Management program (Human Resources Department) from University of Lethbridge where I learned the processes of employee engagement, recruitment, policies and procedures and staff retention. In addition to these courses, I have experience in Mobius training program and accounting background.

I work well independently as well as with a team. I am reliable, dependable and committed to performing to the best of my ability.

I am very interested in working for your team and would welcome the opportunity to discuss how my skills and abilities may be a service to. I can be reached at 587-220-4672 should you decide to meet and discuss further. Thank you for your time and consideration.

Sincerely,

Christein Wong

Christein Wong

Enclosure

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**PROFESSIONAL SUMMARY**

An adaptable, conscientious, enthusiastic, and self-motivated individual with experience of implementing personal support plans which focus on the individual’s welfare, needs, wants and interests. Experienced in working with local employers to understand their recruitment needs, develop recruitment strategies to achieve required staffing, evaluate the talent pool and refer qualified job seekers for employment.

**SUMMARY OF RELEVANT QUALIFICATIONS**

* Over 10 of experience working in Human Services industry
* Human Resources Degree ( Bachelor of Management Degree)
* Strategic Resume Development Certificate
* Currently working towards CHRP designation
* Proven track record of successfully performing in team environments
* Proven track record of successfully working in high-pressure, ambiguous environments
* High attention to detail, and ownership of work produced
* A diploma/degree in Human Services (or equivalent)
* Over 10 years of related experience with children and families, and experience working with individuals experiencing family violence, addictions, and high risk behaviors
* Proven problem-solving skills with the ability to visualize and deliver creative solutions
* Provided delegation, negotiation and leadership skills
* High level of professionalism, confidentiality and diplomacy
* Excellent planning and organizing skills to meet deadlines

**MANAGEMENT/LEADERSHIP**

* **Over 5 years** in responsible for leading and directing several teams and assigning duties in a residential support setting to support vulnerable people in PDD Sector
* Planned, organized and **facilitated training programs** such like Abuse protocol and client’s rights to ensure employees had up to date file requirements
* Recruited and orientated over **50 new hires** and oversaw their daily responsibilities
* Prepared and implemented over **50 performance** reviews/interviews and monitored their progress on a continuous basis
* Attend monthly/annual leadership training programs within 10 years to keep up to date certificates

**WORK EXPERIENCE**

**BREDIN WORKSOURCE**  2018-2019

Service Manager/ Career Employment Coach

Spruce Grove AB

**SUPPORTED LIFESTYLES** 2017-2018

Home Supervisor

Calgary AB

**QUEST SUPPORT SERVICES** 2008-2017

Team Leader

Lethbridge AB

**EDUCATION**

**Chartered Professional in Human Resources (CPHR) Designation**  2018-2019

Currently pursuing my CPHR designation

**Bachelor of Management Degree** 2014-2017

University of Lethbridge

**Business of Administration Diploma** 2011-2013

Lethbridge College

**CERTIFICATES**

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| * Medication Administration Certificate
 | * Positive Behavior Supports Certificate
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| * St. John's Ambulance First Aid Certificate
 | * Working Alone Safely Certificate
* Strategic Resume Development Certificate
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| * Crisis Prevention Institute Certificate (CPI)
* Abuse Prevention Certificate
* **Conflict Resolution Certificate**
* Critical Incident Debriefing Certificate
 | * Siva Certificate
* Fire Evacuation Certificate
* **Freedom of Information and Protection of Privacy**
* Mobius Training Certificate
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**References available upon Request**