



Jacqueline Giordano

HR & Administrative Professional

Contact

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- [LinkedIn Profile](#)
- [Professional Profile](#)
- Mission, B.C.

Education

University of the Fraser Valley
Bachelor of Arts degree
Major: Psychology
Minor: Business Administration
January 2019 –
Expected April 2027

Relevant coursework:

- Human Resource Management
- Recruitment & Selection
- Training & Development
- Organizational Behaviour
- Social, Cognitive, & Personality Psychology

Naloxone Training

March 2020

CDI College

Dental Technology Diploma
Graduated with Honours
May 2013 – June 2015

Robert Bateman Secondary

Dogwood Diploma
Graduated with Honours
June 2011

Professional Summary

Detail-oriented Administrative and HR Professional with a foundational background in Business Administration (HR Focus) and Psychology, combining data-driven compliance with strong interpersonal insights.

- HR & Labor Relations:** Experienced in supporting unionized workforces, interpreting collective agreements, and managing employee relations across healthcare and corporate environments.
- Operations & Payroll:** Proven ability to handle workforce scheduling, payroll administration, and confidential record management in fast-paced, high-volume settings.
- Systems & Tools:** Hands-on technical expertise using Kronos, Sage, and Microsoft Office to deliver effective operational outcomes.

Employment History

Office Manager

Wenting's Cycle & Mountain Shop
Mission, B.C

Oct. 2019
to
Aug. 2023

- Managed HR and operational databases, including employee records, inventory, and sales reporting.
- Supported payroll, benefits administration, tax compliance, and budget tracking.
- Administered office and HR operations, including scheduling, records management, policy compliance, and internal controls.
- Served as liaison with employees, shareholders, vendors, and advisors, supporting communication and employee relations.

Staffing Clerk

Fraser Health Authority
Abbotsford, B.C

Oct. 2021
to
Aug. 2022

- Scheduled urgent staffing across Fraser Health sites according to collective agreements and operational needs.
- Applied union agreements to ensure compliance with labour regulations, seniority, and scheduling rules.
- Supported workforce operations in a high-volume environment with professional communication.
- Managed confidential employee and labour-relations files in compliance with privacy laws.

Shift Supervisor and Barista Trainer

Starbucks Canada
Mission & Aldergrove, B.C

Oct. 2017
to
Oct. 2019

- Supervised cash-handling procedures, register reconciliations, and safe controls alongside detailed inventory audits for loss prevention.
- Managed daily workflows and resource allocation to meet efficiency, quality, and service delivery targets.
- Led daily team operations, including onboarding, coaching, and performance support, while promoting an inclusive workplace culture.



Skills

Leadership experience
Labour relations
Workforce Scheduling
Payroll administration
Project coordination
Employee engagement
Database management
Records compliance
Budget tracking
Attention to detail

Technical

Kronos
Sage Accounting
Microsoft Office Suite

- Word
- Excel
- Access
- PowerPoint
- Teams

Amber POS
Zebra Inventory

Employment History Continued

Dental Technician Assistant <i>Everton Dental Lab</i> <i>Abbotsford, B.C</i>	June 2015 to Dec. 2017
• Reviewed and analyzed patient prescriptions with a high level of accuracy and attention to detail to ensure compliance with clinical and regulatory standards. • Collaborated and communicated effectively with dental professionals, patients, and third-party service providers to support coordinated care and operational efficiency. • Maintained and organized confidential patient records in accordance with privacy legislation and professional standards. • Trained, supervised, and supported practicum students, providing guidance, feedback, and oversight in alignment with organizational and educational requirements	

Volunteer History

Floor Volunteer <i>Mission Hospice Society</i> <i>Mission, B.C</i>	May 2018 to May 2019
• Provided compassionate, professional support to individuals and families in sensitive situations, demonstrating strong emotional intelligence, discretion, and professionalism. • Collaborated with multidisciplinary teams to coordinate care, actively listening to needs and supporting respectful, people-centered outcomes. • Maintained strict confidentiality and compliance with privacy legislation while promoting cultural awareness, inclusion, and ethical standards.	

References

- Available upon request