Navpreet Kaur

HR Coordinator

navpreetkaur9700@gmail.com LinkedIn Kitchener, CA

PROFILE

Motivated and detail-oriented HR Coordinator with hands-on experience in onboarding, training support, employee engagement, workflow improvement, and conflict resolution. Strong ability to support teams, streamline processes, and maintain positive work environments. Brings HR-aligned experience from teaching and supervisory roles, with a strong focus on team development, mentoring, and fostering collaborative work environments. Currently studying Human Resource Management to grow advanced HR skills and industry knowledge while ensuring effective HR practices.

SKILLS

- **Onboarding & Training Support:** new hire orientation, training delivery, workflow explanation, process guidance, assisting employees.
- **HR Administration & Documentation:** MS Word, MS Excel, Outlook, employee records management, scheduling, policy support, supporting managers.
- **Employee Engagement & Communication:** relationship building, feedback handling, culture support, employee assistance, helping candidates.
- **Performance Tracking & Process Improvement:** productivity monitoring, gap identification, tracking tools, workflow optimization, enhancing job efficiency.
- **Conflict Resolution & Problem-Solving:** issue identification, mediation approach, clear communication, maintaining a positive environment.

PROFESSIONAL EXPERIENCE

Lead Generation Specialist | HVAC Sales & Team Support *Jul 2023- Present*

Delta Air Systems, Waterloo, ON

- Generated and qualified 300+ B2B/B2C leads, supporting sales pipeline development and increasing efficiency.
- Delivered high-quality customer service, boosting satisfaction by 25%.
- Streamlined team workflows and communication, improving operational efficiency by 25%.
- Supported onboarding of new team members by training them on CRM, processes, and product knowledge.
- Collaborated with sales/marketing teams to enhance outreach and improve interviews and conversions.

Food Service Supervisor | Training, Scheduling & Team Development *Dec 2022- Present*

Subway, Kitchener, ON

- Trained and onboarded 10+ employees, improving readiness and overall productivity.
- Managed team schedules, delegation, and day-to-day coordination, ensuring smooth operations.
- Resolved workplace issues, contributing to a 40% reduction in conflicts.
- Developed performance-tracking and training methods that improved efficiency by 25%.

Science Educator | Mentorship & HR-Support Activities *Aug 2017 - Aug 2022*

Mata sahib Kaur modern senior sec. school, Tarn-Taran

- Mentored 200+ students and supported onboarding of new teachers, helping them adapt to policies and workflows.
- Designed training-like structured learning programs that improved performance by 30%.
- Managed classroom dynamics and resolved conflicts, strengthening employee-relations-style skills and practices.
- Coordinated academic operations and events, enhancing candidate support, process improvement and communication management capabilities.