

# Cierra James-Hahn

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## Summary

Cierra James-Hahn is an experienced HR professional passionate about making a difference in the lives of both employees and employers. Her expertise in employee engagement, recruitment and onboarding, organizational design, performance management, compliance, and policy development is matched only by her commitment to delivering top-notch HR solutions and services.

As Senior HR Management Consultant for Tsergas Human Capital, Cierra advises on HR matters and facilitates the delivery of HR-related projects and initiatives. Whether helping companies develop their people or implementing effective HR policies that foster a positive work environment, Cierra always strives to achieve excellence. Cierra's knowledge, experience, and genuine desire to help others succeed make her a valuable asset to any organization.

Industry Experience: Energy, Healthcare, Information Technology, Legal, Logistics, Non-Profit, Manufacturing, Mining, Printing, Real Estate, Sports, Start-Up, Supply Chain, Technology

## Experience

### Senior HR Management Consultant

Tsergas Human Capital

Jan 2024 - Present (1 month)

As Senior HR Management Consultant, I advise on HR matters and facilitate the delivery of HR-related projects and initiatives.

### Managing Human Resources Director

Tsergas Human Capital

Dec 2022 - Jan 2024 (1 year 2 months)

As Managing HR Director, I performed the duties and responsibilities of an HR consultant (as detailed in my previous position) while also managing the day-to-day operations of the firm.

### Senior Human Resources Manager

Tsergas Human Capital

Aug 2021 - Dec 2022 (1 year 5 months)

As Senior Human Resources Manager, I performed the following for various clients on an interim or project-by-project basis:

- Audited organizational performance, efficiency, and compliance and made recommendations to leadership
- Developed and implemented HR programs, policies, and procedures to help align the workforce with organizational goals

- Devised company-wide organizational development processes to address issues such as succession planning, employee training and development, talent management, employee retention, workforce planning, and organization design
- Developed and implemented organizational change management and communication strategies
- Assisted leadership in establishing departmental measurements that support the accomplishment of strategic objectives
- Led the development and implementation of performance management systems and employee development programs
- Recommended employee relations practices to establish positive employer-employee relationships and promote employee morale and motivation
- Evaluated company culture and developed strategies to drive culture in support of company objectives and employee engagement
- Conducted OSHA compliant investigations into employee complaints or concerns
- Developed and implemented health and safety programs and policies (including pandemic response and vaccination policies)
- Ensured company compliance with relevant legislation and labor laws; minimized legal exposure through best practices and recommendations
- Advised on employment terminations to ensure fairness and ESA compliance
- Assisted leadership in establishing competitive wage and salary structures to recruit and retain top talent
- Recommended changes to benefits programs to improve employee satisfaction and retention
- Assisted clients in establishing standard recruiting and hiring practices and procedures; performed recruitment and onboarding functions
- Informed clients of new developments in employment legislation



## **Human Resources Business Partner**

### **TSERGAS Human Capital**

Aug 2020 - Aug 2021 (1 year 1 month)

As Human Resources Business Partner, I performed the following for various clients on an interim or project-by-project basis:

- Consulted with various clients across industries on special HR projects (i.e., organizational design, HR process implementation, etc.)
- Provided advice and general guidance on complex HR issues (i.e., terminations, workplace investigations, performance management, etc.)
- Assisted clients with recruitment strategy and performed recruitment functions for various roles
- Provided day-to-day HR support and administration as a third-party HR solutions provider



## **Human Resources Coordinator**

### **Greensaver**

Jan 2019 - Jul 2020 (1 year 7 months)

As HR Coordinator, I performed the following for GreenSaver, a non-profit energy conservation organization:

- Acted as main point of contact for all internal and external HR-related inquiries
- Conducted full-cycle recruitment for various positions in Administration, Marketing, Sales, I.T, Finance, HR, and General Labor

- Coordinated new employee onboarding; developed and implemented onboarding process improvements
- Prepared and filed employment documents and change letters (i.e., employment contracts, amendments, termination letters, employment confirmation letters, etc.)
- Conducted needs assessments and implemented solutions in alignment with organizational objectives
- Conducted employee termination meetings and coordinated employee offboarding process
- Oversaw benefits and RRSP administration
- Acted as Chair of the Social Committee and oversaw the coordination and budget for various company events
- Acted as Co-Chair of the Joint Health & Safety Committee; conducted H&S inspections, made recommendations to management, maintained H&S documentation, and assisted with WSIB claims
- Developed H&S policies and procedures, including an Emergency Response Plan, Pandemic Policy, and Return to Work Plan in response to COVID-19
- Submitted applications for applicable government-sponsored employer programs and subsidies
- Developed a cross-functional training plan to combat siloism, and improve efficiency and employee development opportunities
- Coached management and staff on various HR-related matters
- Generated HR reports to assist leadership in decision-making (i.e., turnover, retention, employee satisfaction, etc.)
- Oversaw the implementation and day-to-day management of the organization's HRIS system (Dayforce)
- Handled complex employee relations matters with care and confidentiality, escalating issues when appropriate
- Assisted the HR Director in the development of the organization's overall people strategy
- Processed payroll on an as-needed basis



### **Bookkeeper (3-Month Contract)**

Zamma Corporation

Oct 2018 - Jan 2019 (4 months)

As Bookkeeper, I managed accounts receivable and performed the following for Zamma, a top-grossing flooring distributor:

- Collected, analyzed, and summarized financial information using Excel to generate business reports
- Verified transaction information
- Maintained accounting ledgers
- Identified and resolved accounting discrepancies
- Prepared invoices
- Settled disputes
- Issued debit/credit memos
- Posted payments to company accounts
- Performed month-end closing

### **Operations Manager**

Readers Legacy LLC

Jan 2015 - Oct 2018 (3 years 10 months)

As Operations Manager, I managed the production line and performed the following for Readers Legacy LLC, a book publishing company:

- Coordinated between internal departments and international offices to ensure on-time project completion
- Created process improvements for production tracking and communication
- Forecasted staffing needs and performed all staffing functions including recruiting, hiring, training, scheduling, and general supervision/management
- Assessed and managed inventory needs for all production and office functions
- Performed and scheduled maintenance and repairs for production equipment as required
- Assisted upper management with business planning; provided updates and feedback on business strategy
- Tracked and promptly followed up with client inquiries via email, telephone, and face to face
- Assumed various responsibilities as required, including editing, copywriting, quality control, website development, social media account management, and marketing

## Education



**Ryerson University**

Certificate, Human Resources Management



**Ryerson University**

Bachelor's Degree, Psychology

## Licenses & Certifications



**Emergency Response Planning** - Canadian Centre for Occupational Health and Safety

## Skills

- HR Management • HR Administration • Legal Compliance • Workforce Planning • Change Management
- Human Resource Planning • HR Strategy • Performance Management • Organizational Culture
- Employee Engagement