

Rashpreet Kaur

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Professional in people and culture with a track record of progressive leadership in a big, hectic retail setting. dependable consultant for people executives with change projects, employee relations, engagement, and performance management. solid background in human resources management with practical experience promoting uniform personnel procedures, inclusive talent development, and satisfying coworker experiences in a unionised environment. devoted to fostering a positive work environment, values-driven leadership, and culture.

CORE COMPETENCIES

People & Culture Business Partnering - Leadership Coaching & Advisory - Employee Relations & Engagement - Inclusive Talent Management
Change & Transformation Support - Policy Interpretation & Consistency - Unionized Environment Exposure - Stakeholder Collaboration
Co-worker Experience & Wellbeing - Performance & Development Conversations

PROFESSIONAL EXPERIENCE

The Home Depot Canada – Department Manager | October 2024 – Present

- Serve as a reliable counsel to executives and line managers, assisting individuals and business strategies to meet operational objectives.
- Collaborate with stakeholders to protect a pleasant work environment while ensuring that people processes, rules, and standards are applied consistently.
- Encourage inclusive talent development, onboarding, and ongoing learning by leading, coaching, and developing diverse teams.
- Encourage initiatives for change and transformation by assisting teams in adopting new procedures, goals, and methods of operation.
- Handle employee relations issues, such as performance reviews, attendance control, and problem solving, with compassion, discretion, and equity.
- Encourage a culture that prioritises people and is based on principles, making sure that coworkers feel heard, encouraged, and included.
- In a unionised retail setting, strike a balance between worker welfare and operational performance.

The Home Depot Canada – Team Leader (Front End Operations) | February 2024 – September 2024

- In a high-volume retail setting, I supported people leaders by making sure that operational and people-related procedures were consistently carried out. I also reviewed and validated sensitive employee, customer, and transactional paperwork with a strong emphasis on confidentiality, correctness, and compliance.
- Found process inconsistencies and gaps, working with leadership to address problems and raise operational standards
- Ensured thorough, accurate documentation and adherence to corporate regulations, which helped with internal audits and compliance checks.
- Balanced operational priorities with a satisfying work environment, strengthening responsibility, justice, and trust

The Home Depot Canada – Customer Service Associate | April 2023 – February 2024

- Maintained strict standards for accuracy, integrity, and customer experience while supporting day-to-day front-end operations.
- Worked together with leaders and team members to promote workload distribution, scheduling, and team output.
- Ensured accuracy and data integrity by reviewing and validating large amounts of transactional and operational data.
- Adhered to audit, safety, and compliance guidelines to promote uniform, standardised procedures
- Helped create a courteous, welcoming, and customer-focused workplace

The Home Depot – HR Assistant | February 2024 – June 2024

- Supported essential HR functions, such as scheduling, personnel data management, documentation, and current coworkers with onboarding, coaching, and daily direction, which improved engagement and performance results.
- Helped leaders with questions about people and the interpretation of policies
- Kept personnel records accurate and confidential.
- Supported HR programs, internal communications, and engagement activities.

EDUCATION

York University – Toronto, ON

- Post Graduate Certificate in Human Resources Management | January 2023 - September 2023
- Post Graduate Certificate in Business Administration | January 2024 - September 2024

Panjab University – Chandigarh, India

- Bachelor of Commerce | August 2017 - September 2020

CERTIFICATIONS

- Intuit Bookkeeping Professional Certificate | Intuit, 2022
- Economics of Money & Banking | Columbia University, 2022
- Professional Project Management | Google, 2022
- Soft Skills & Employability Skills Training | Cambridge University, 2021
- Intermediate Program (word, excel, powerpoint) | Microsoft, 2021

VOLUNTEER EXPERIENCE

National Service Scheme (NSS) – Team Leader | 2017-2020

- Led a 15-day blood donation drive with over 10,000 donors, managing logistics and volunteer coordination.
- Supervised a team of 20 volunteers to ensure event efficiency and community engagement.
- Oversaw reporting, data collection, and sponsor relations to meet campaign goals.
- Fostered collaboration between donors, sponsors, and organizing committees to enhance event impact.

Smile Foundation – Fundraising Lead | 2014 -2015

- Led a team of five volunteers to raise ₹25,000 within one month to support undernourished children.
- Developed outreach and awareness initiatives, improving donor engagement and funding outcomes.
- Managed donation tracking, financial reporting, and communication with beneficiaries.
- Coordinated with local organizations to optimize campaign visibility and community participation.

Speak Up World Foundation – Volunteer Coordinator | 2022 - 2023

- Supported awareness programs by managing volunteer schedules, logistics, and public outreach.
- Assisted in planning educational and social welfare initiatives for community development.
- Maintained communication between internal teams and community partners to ensure smooth event execution.
- Promoted organizational values and ensured alignment with project objectives.

TECHNICAL SKILLS

MS Excel (VLOOKUP, Pivot Tables, Data Validation) | MS Word | PowerPoint | SAP (basic) | CRM Systems | Financial Reporting Tools

References: Available on requested