Nadia Haddad-Fraser

HR Generalist | Human Resources Advisor

CONTACT

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(416) 555-0183
Toronto, ON

SKILLS

Employee relations
Workplace investigations
Accommodation and return to work
Ontario ESA
Occupational health and safety
Performance management
Dayforce
Onboarding
Policy writing
Manager coaching
French and English
HR reporting

EDUCATION

Bachelor of Commerce, Human Resources Management
St. Lawrence Valley University
2020

CERTIFICATIONS

· Certified Human Resources Professional (CHRP), HRPA

PROFESSIONAL SUMMARY

HR generalist with six years supporting employees and managers in distribution and retail operations across Ontario and Quebec. Handles investigations, accommodation requests, onboarding and performance processes, and keeps practices aligned with employment standards and health and safety law. Bilingual in English and French, CHRP designation holder.

PROFESSIONAL EXPERIENCE

HR Generalist

Mar 2023 — Present

Lakeshore Grocery Distribution · Toronto, ON

- Serve as HR partner for two distribution centres with about 450 employees, advising supervisors on attendance, discipline and accommodation cases.
- Conducted 18 workplace harassment investigations under the company policy and provincial requirements, writing findings that withstood union and legal review.
- Rolled out a return-to-work program with the health and safety committee, shortening the average time injured employees spent off work.
- Moved onboarding paperwork into Dayforce, cutting manual data entry and getting new hires paid correctly from their first pay period.

Human Resources Advisor

Jun 2020 — Feb 2023

Maplebrook Home Retail · Montréal, QC

- Supported 11 retail stores in Quebec and eastern Ontario on hiring, scheduling disputes and performance plans, in French and English.
- Updated the employee handbook for Quebec standards and French language requirements, then trained store managers on the changes.
- Ran exit interviews and turnover reporting that identified scheduling as the main reason part-time staff left, leading to a new shift-swap policy.