

# Flavia Almeida

HUMAN RESOURCES ASSISTANT — Applicant Tracking Systems, Payroll Processing, Time Tracking

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📍 Ontario

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## SKILLS

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- **HRIS Platforms:** Maintained employee data, ran payroll, administered benefits, and executed HRIS data audits.
- **Applicant Tracking Systems (ATS):** Incorporated ATS for the requisition creation, and interview coordination.
- **Performance Management Software:** Implemented digital tools to configure KPIs & automate appraisal cycles.
- **Recruitment Analytics Tools:** Analyzed hiring funnels via dashboards, KPI reports, and pipeline optimization.
- **Learning Management Systems (LMS):** Deployed training modules, monitored completions & generated reports.

## WORK EXPERIENCE

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### Sales Agent

*Bill Gosling Outsourcing*

March 2025 – Present

Ontario

- Adapted to a high-paced outbound sales environment by understanding product offerings, client pain points, and communication flows, closed 5+ loan applications by leveraging personalized sales pitches and utilizing CRM tools.
- Collaborated with senior agents and team leads to enhance objection-handling scripts by providing detailed feedback based on live call scenarios, contributed to improving customer experience and increasing effectiveness of responses.
- Maintained and updated records for over 150+ customer interactions using CRM tools such as Salesforce; ensured real-time data accuracy to support timely follow-ups, improve sales pipeline tracking, and enhance forecasting reliability.
- Engaged in weekly team huddles to review individual and group KPIs, share early-stage challenges, and exchange insights on successful lead conversion strategies; contributed to refining call scripting and objection-handling practices.

### Associate

*Walmart*

September 2024 – April 2025

Ontario

- Arranged real-time inventory through handheld scanners, reducing stockouts and shelf gaps by 20% over holiday season. Leveraged barcode scanning technology to streamline stock management, resulting in improved demand forecasting.
- Executed planogram resets across departments, resulting in a 15% boost in product visibility and in-store navigation. Applied layout optimization software and customer flow analysis to reorganize shelves and maximize product placement.
- Coordinated with the receiving team for product unloading and labeling, streamlining stock placement within 3 hours. Implemented logistics protocols and RFID tagging systems for inventory tracking, improving operational accuracy.
- Performed cycle counts on high-value SKUs weekly, leading to a 25% reduction in inventory mismatches. Engaged inventory management systems and barcode scanning technology for efficient cycle counting and stock reconciliation.
- Conducted backend stockroom organization by categorizing over 500+ SKUs weekly using inventory classification methods, applied FIFO techniques to minimize retrieval time and enhance order picking efficiency during peak hours.
- Collaborated with the pricing team to verify and update product tags using handheld label printers and POS-integrated pricing software, utilized ERP systems, to ensure 100% shelf accuracy and reduce customer complaints by 18%.
- Managed returns and refunds, processing over 40 returns per week with 100% compliance to loss prevention protocols.

### Customer Service Associate

*Premier Wealth*

January 2021 – January 2023

India

- Conducted daily inbound and outbound client calls using VoIP systems and call disposition tagging; averaged 60+ interactions weekly while maintaining a 95% CSAT score through adherence to SLA metrics and escalation protocols.
- Updated and retrieved client data using Salesforce CRM and cloud databases; ensured 100% accuracy by following data hygiene practices, implementing duplicate-check procedures, and aligning records with compliance standards.
- Created the Composed Excel tracking sheets utilizing pivot tables, macros & conditional formatting; enhanced KPI visibility and streamlined communication with team leads, achieving a 40% improvement in reporting turnaround time.
- Scheduled and defined executive calendars for 3 senior managers using Microsoft Outlook and shared calendar APIs; optimized the meeting workflows by reducing overlap conflicts and deploying simplified alerts and reschedule logs.
- Resolved client service tickets via internal ticketing software and ITSM workflows; coordinated with compliance and back-office units to ensure 48-hour average resolution time using the priority tagging and ticket escalation tiers.
- Drafted and maintained 15+ SOPs and call scripts for recurring client issues using a centralized knowledge management system, supported onboarding of 5+ new team members, ensuring standardized communication across service channels.
- Monitored client service lifecycle stages through CRM pipeline tracking; ticket triaging logic to escalate urgent requests.

## EDUCATION

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### Postgraduate in Human Resources Management

*Fanshawe College*

January 2024 – August 2024

### Bachelor of Arts in English Literature

*St. Xavier's College*

June 2019 – March 2022