

# SANDRA CAREW

## PROFESSIONAL SUMMARY

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Outcome driven HR Recruitment Coordinator with 15+ years of experience supporting teams with development and recruitment strategies. Proven success with sourcing outstanding candidates leveraging online and database channels and ensuring an exceptional candidate experience.

## HIGHLIGHTS

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- Professional communication skills
- Skilled with Relationship Management
- Skilled with Talent Management
- Proficient with ATS
- 20 years Customer and Client Relation Skills
- Extremely Accountable
- Exceptional Organization Skills
- Critical and Analytical Thinker

## EDUCATION

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Sept 1997- April 2000  
*Business Management*

College of the North Atlantic

- Have attained my business management diploma in the Human Resources field (3 year)
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Sept 1990- June 1990  
*High School Diploma*

Queen Elizabeth Regional High School

- Have attained my High School Diploma. Graduated with Distinction
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## WORK EXPERIENCE

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**September 2022 to Present**

**CanAm Physician Recruiting Inc.  
Recruitment Coordinator**

Responsible for Collaborating with the COO to identify current Physician recruitment priorities for clients. Manage sourcing initiatives to locate qualified candidates using in house ATS and leverage online and database channels to attract only qualified candidates. Responsible to build the candidate pipeline through networking with various Universities and programs to develop partnerships. Accountable to create and update job ads to develop a strong company brand and attract the most qualified physicians. Also acts as a liaison between Recruiters and applicants to ensure an exceptional candidate experience.

**November 2016 to Present**

**Newfoundland and Labrador Hydro  
Industrial Billing Officer**

Responsible for the daily operations and performance of the MV-90 meter data collection system. Responsible to communicate with internal and external departments to provide reliable and up to date utility data including energy and demand reports, invoices, rates, analytics, statistical reports and regulatory reports. Responsible to trouble shoot metering data and management systems issues and work with service providers to resolve communication and connectivity issues to ensure metering data is received in timely and relevant manner.

**June 2013 to 2016**

**Newfoundland and Labrador Hydro  
*Customer Service Representative***

- The first point of contact for NL Hydro's approximately 35,000 direct customers and industrial customers. Responsible for delivering exemplary customer service, while answering customer inquiries and concerns. Handles dissatisfaction or complaints effectively. Has the ability to defuse negative situations appropriately and expediently.
- Was responsible to complete various administrative tasks, including running reports, issuing work orders and updating databases.

**Sept 2002 to Sept 2017**

**Custom Computer and Repair**

***Owner (Partnership)***

- Setup and operated a family owned computer repair and customizing business that is still operating successfully and continuing to grow. The list of commercial and individual clients continues to expand.
- As an owner, duties included; providing exemplary customer service, daily banking and record keeping including accounts payable and receivable, inventory control, securing new clients and accounts, P and L management, as well as, overseeing general business practices.

**Jan 11, 2010 to September 1, 2011**

**Bennett Restaurants (McDonalds)**

***Operations Supervisor***

Responsible for McDonalds Restaurants in the St. John's area.

Responsible to maximize the long term sales and profit potential of each restaurant through a strong commitment to developing and coaching Restaurant Managers. To provide leadership, and direction to their assigned restaurants.

**Duties include but are not limited to:**

- Role Models the behaviors that will enable the organization to be one that is obsessed with customers (Is a change leader)
- Decision making process revolves around creating a Climate for Hospitality.
- Consistently demonstrates a passion for the development of Management Staff by Coaching, Teaching, Challenging and helping people learn from their mistakes (Develops highly visible and effective managers).
- Recruits, selects and retains only management staff who are strongly dedicated to impressing & delighting customers (Customer Obsessed Culture)
- Recognizes & Rewards management staff that is dedicated to the development of their team. Alignment of Rewards & Recognition with the desired behaviors.
- Values employees by enforcing and educating management on all appropriate personnel policies, labor laws, security procedures and ensuring safety and performance records are well maintained.

- Demonstrates outstanding Customer Recovery Skills. Handles dissatisfaction or complaints effectively. Has the ability to defuse negative situations appropriately and expediently. Shows diplomacy and is able to guide the situation toward positive resolution(s). Conveys a sense of competence and effectiveness to customer
- Supports the implementation and execution of new products and processes consistently within their restaurants.
- Supports the restaurant in identifying root causes through the use of Diagnostic Tools
- Supports in the development of concrete actions to address the root causes to achieve the goals. (Goal driven versus task driven).
- Oversees all food safety & sanitation requirements and practices.
- Removes barriers and time wasters that would prevent the manager from spending 70% of their time on the floor being a coach (e.g., minimal meetings, reduction of paper work, looking at core processes)
- Positively impacts QSC of restaurants by aligning workflow to priorities
- Coordinates the implementation of reinvestment plans on an annual basis to include opening new restaurants, re-builds, re-models, equipment purchases, etc.
- Building Sales & Profits
- Works diligently to create a positive image of the restaurants in the community as a great corporate citizen and the best employer.
- Supports the implementation and flawless execution of National and Coop promotions to maximize sales potential
- Assist in the projection and the controls of P&L items
- Effectively uses all measurement tools to identify Strengths, Weaknesses, Opportunities and Threats to determine priorities

**Dec 2004-January 10, 2010**

**Bennett Restaurants (McDonalds)**

***Restaurant Manager***

- Responsible for the operations of the restaurant, including staffing and retention, inventory control, accounts receivable and payable, sales building and forecasting, P&L management, staff motivation, employee scheduling, employee discipline, as well as, maintaining a high standard of quality, customer service and cleanliness.
- Other responsibilities include the training and developing of all managers and employees through training courses and performance reviews.

## **ACCREDITATIONS**

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- Completed Newfoundland and Labrador Government approved Food Handlers Course (BASICS.FST) with proctor status
- Completed the Instructors course for teaching Basic Shift Management for McDonalds Restaurants of Canada
- Completed Business Management Leadership Course. (Deans list award)
- Completed Effective Management Practices Course
- Completed Restaurant Leadership Course
- Completed Shift Management Course
- Completed Senn Delaney Course
- Current First Aid Certificate
- Completed Back Education Class (FIT For Work)

## **AWARDS AND ACHIEVEMENTS RECEIVED**

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**Outstanding  
Restaurant Manager of  
the year for  
McDonalds Canada  
July, 2007**

**Salary Manger of the Year 2006**

**Outstanding  
Restaurant of the year  
for Atlantic Canada.  
2006**

**Shift Manager of the Year 1999**