

# MAHA CHEEMA

## HR OPERATIONS MANAGER

(647) 289-3393

Mahacheema22@gmail.com

Mississauga, Ontario

[LinkedIn - Maha Cheema](#)

## PROFILE

Maha is a results-driven HR/Project Manager with 7+ years of experience in talent operations and recruitment. Skilled in leading projects, streamlining processes, and optimizing HR systems, Maha drives efficiency, compliance, and strategic improvements. Adept at managing cross-functional teams and delivering data-driven solutions to enhance operations and employee experience.

## HR EXPERTISE SYSTEMS & PROCESSES

- Recruitment & Selection
- On/off-Boarding
- Program Management
- Training & Development
- HR Compliance
- Data Analysis and Reporting
- Performance Management
- Full-Cycle Recruitment

## TECHNICAL COMPETENCIES

- HRIS
- Taleo
- ICIMS
- Oracle HCM/ORC
- 360
- E-Verify
- ADP

## EDUCATION

Bachelor of Human Resource Management  
York University  
2007 - 2010

## PROFESSIONAL EXPERIENCE

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### Human Resource Manager (Talent Operations)

June 2022-November 2024

Acosta Group

Led and managed talent operations projects, driving improvements in onboarding, compliance, systems management, and analytics. Oversaw cross-functional initiatives, optimizing processes to enhance efficiency and the candidate experience.

Project & Team Leadership:

- Managed a team of Talent Operations Coordinators and Supervisors, ensuring alignment with business goals.
- Built and maintained a high-performing team focused on process optimization and operational excellence.

Process & Compliance Management:

- Oversaw end-to-end onboarding, internal transfers, and redeployments, ensuring compliance with background checks, I-9, and E-Verify.
- Implemented streamlined processes to enhance the new hire experience and regulatory adherence.

Systems & Data-Driven Decision Making:

- Managed vendor relationships and talent operations systems, partnering with IT for ATS and sourcing tool optimizations.
- Oversaw analytics, reporting, and dashboard development, ensuring data-driven insights supported strategic decisions.

Program & Change Management:

- Led the implementation of a white-glove service model, reducing onboarding time from 4.8 to 2.3 days.
- Designed and launched a new hire orientation program, improving employee integration and engagement.

Training & Stakeholder Collaboration:

- Partnered with Talent Acquisition leadership to design and deliver training programs.
- Provided continuous education on system updates and process improvements to HR and recruitment teams.

### Human Resource Supervisor (Talent Operations Supervisor)

June 2021-June 2022

Acosta Group

Led and managed talent operations projects, overseeing a team of North American Talent Operations Coordinators to ensure the successful execution of key initiatives. Drove process improvements, optimized workflows, and enhanced operational efficiency to support business objectives.

Project Execution & Process Optimization:

- Streamlined the onboarding process, reducing delays and enhancing new hire integration.
- Collaborated with Talent Acquisition to define timelines, identify roadblocks, and implement structured workflows for candidate screening, interviewing, and hiring.

Data Accuracy & Systems Management:

- Implemented data quality controls to ensure accuracy in candidate records, job descriptions, and recruiting metrics.
- Maintained a centralized data repository, improving reporting efficiency and decision-making.

Candidate Experience & Engagement:

- Developed strategies to enhance the candidate journey, ensuring clear communication, timely feedback, and a seamless onboarding experience.
- Established feedback loops to continuously improve the hiring process.

Compliance & Risk Management:

- Ensured adherence to regional hiring regulations, including I-9, E-Verify, and work permit documentation for international candidates.
- Maintained secure and compliant HR records in alignment with industry standards.

Performance Tracking & Reporting:

- Monitored SLAs and KPIs to assess efficiency and identify areas for improvement.
- Led data-driven reporting efforts, providing insights to optimize talent operations and recruitment strategies.

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### ADDITIONAL EXPEIRENCE

*Office Administrator (June 2012-  
June 2020)-Part-time*  
Falcon Corporation  
Mississauga, ON

*Recruitment Coordinator (June  
2015-February 2016)*  
Kognitive Marketing  
Toronto, ON

*Sales Associate (September  
2013-March 2015)*  
Toys "R" Us Canada  
Mississauga, ON

*Human Resource Associate  
(January 2012 – May 2012)-  
Internship*  
Bell Mobility  
Mississauga, ON

### PROFESSIONAL EXPERIENCE

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#### Human Resource Specialist (Talent Operations)

March 2020-June 2021

Acosta Group

Served as the primary liaison between the Client Service Teams and the Talent Acquisition Team, ensuring alignment and consistency across all stages of the recruitment process.

Talent Management Systems Administration:

- Oversee and maintain the Talent Management Systems, ensuring optimal functionality and user accessibility.
- Manage user accounts, permissions, and system configurations to align with business needs.
- Monitor system performance, troubleshoot technical issues, and coordinate with IT for resolution.

Recruitment Planning & Workforce Data Management:

- Partner with hiring managers to define and update job descriptions within Applicant Tracking System (ATS)
- Manage job postings across multiple platforms, ensuring consistency and compliance with hiring policies.
- Maintain and update pay structures and compensation grids within the system to support workforce planning.

Talent Acquisition Analytics & Dashboard Management:

- Extract and analyze key recruitment metrics (e.g., time-to-hire, cost-per-hire, offer acceptance rates) using ATS reporting tools.
- Maintain a centralized talent dashboard to track hiring trends and provide data-driven insights.
- Present recruitment analytics to stakeholders to support strategic workforce planning.

On-boarding & Deployment Coordination:

- Oversee the end-to-end on-boarding process for internal and external hires within ATS.
- Serve as a liaison between hiring managers and newly deployed employees to ensure a seamless transition.
- Ensure compliance with all on-boarding documentation and legal requirements.

Background Check Coordination:

- Manage the background check process in collaboration with third-party vendors.
- Review and escalate discrepancies to hiring managers while ensuring compliance with legal standards.

Cross-Functional Collaboration & System Integration:

- Work closely with HR and IT to resolve on-boarding issues related to ATS and other HR platforms (e.g., Fusion).
- Investigate and troubleshoot integration errors between ATS and other enterprise HR systems.
- Conduct user acceptance testing (UAT) for ATS updates and new feature implementations.
- Develop ad-hoc reports using Oracle BI to support recruitment and workforce analytics.

#### Senior Recruitment Specialist

January 2017-March 2020

Mosaic North America/Acosta Group

Responsible for managing the end-to-end recruitment process for a variety of field and corporate positions across Mosaic North America, Acosta Canada, and Mosaic Shopper. Primarily focused on sourcing and hiring top talent for marketing and sales roles, including Client Managers, District Managers, Senior Accountants, and other key positions.

End-to-End Recruitment Management:

- Develop compelling job descriptions and structured pre-screening processes.
- Manage candidate profiles and workflows within the Applicant Tracking Systems.
- Ensure a seamless and engaging candidate experience from application to on-boarding.

Strategic Talent Sourcing:

- Leverage multiple channels, including social media, referrals, and university partnerships.
- Conduct proactive sourcing through direct outreach, industry networking, and events.
- Maintain a strong talent pipeline to support current and future hiring needs.

Stakeholder Collaboration & Expertise:

- Partner with hiring managers across Client/Account Management, Finance, IT, Marketing, and Retail Analytics.
- Gain in-depth knowledge of business functions to align hiring strategies with organizational goals.

Team Leadership & Knowledge Sharing:

- Train and mentor new recruiters on tools, strategies, and client requirements.
- Foster a collaborative environment that promotes best practices and continuous improvement.

Communication & Reporting:

- Provide regular updates to stakeholders on recruitment progress and hiring trends.
- Prepare reports and insights on key hiring metrics to support data-driven decision-making.