

Maria Khan

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Summary

Strategic and client-centered HR professional with 7+ years of progressive experience in workforce planning, talent acquisition, employee relations, and organizational development across unionized and non-unionized environments. Adept at interpreting HR policies, managing performance improvement plans, developing and implementing HR programs. CHRL candidate committed to promoting diversity, equity, and a culture of compliance within the workplace.

Experience

Canada Goose

Toronto, ON

Jr. Human Resources Business Partner

Sep 2025 ~ Present

- Partner with leaders across manufacturing and corporate teams to align people strategies with business goals, fostering an inclusive and high-performance culture.
- Lead employee relations and performance management processes, resolving workplace issues with empathy, fairness, and compliance with employment legislation and collective agreements.
- Collaborate with Talent Acquisition and Operations to enhance workforce planning, improve hiring efficiency, and strengthen onboarding through data-driven insights.
- Maintain HR governance by ensuring legal compliance, managing WSIB claims and investigations, and guiding leaders through corrective actions and attendance management.
- Drive HR transformation and continuous improvement by partnering cross-functionally on payroll, benefits, and safety programs, leveraging HRIS analytics to inform retention and engagement strategies.

Ontario Institute of Health and Innovation - OIHI (GUS)

Toronto, ON

Human Resources Business Partner

Dec 2024 – Sep 2025

- Provided strategic HR guidance to business leaders on policy interpretation, workforce planning, talent management, and employee relations to support organizational goals.
- Managed the sunseting of Fleming College Toronto and Trebas, overseeing workforce transitions, severance administration, and outplacement services to ensure smooth organizational exits.
- Led organizational restructuring efforts, including role realignment, workforce reductions, and change management initiatives to drive business transformation.
- Designed and delivered DEI and performance management training programs for 40+ employees, fostering an inclusive culture and enhancing performance excellence.
- Served as lead HR investigator and principal liaison in a workplace racial bias complaint brought before the Human Rights Tribunal of Ontario; collaborated extensively with legal counsel and management, coordinated comprehensive evidence gathering and documentation, and ensured both organizational interests and employee rights were thoroughly represented in accordance with the Ontario Human Rights Code and DEI best practices.

Fleming College Toronto (GUS)

Toronto, ON

Human Resources Generalist

Jul 2023 – Dec 2024

- Supported a diverse workforce of faculty and staff by providing day-to-day HR guidance across recruitment, onboarding, employee relations, and performance management in a fast-paced educational environment.
- Advised department managers on interpreting HR policies and managing performance issues, ensuring fair and consistent application of procedures and improving overall team performance.
- Assisted in developing and implementing new HR policies and an updated employee handbook, aligning practices with the Employment Standards Act and organizational requirements.
- Organized and delivered new-hire orientation and conducted training sessions on workplace diversity, equity, and inclusion, strengthening staff engagement and awareness of inclusive workplace practices.
- Managed HR records and reporting using an HRIS and Excel, improving data accuracy and providing regular HR metrics dashboards to leadership for informed decision-making.
- Spearheaded JHSC safety initiatives including fire drills and audits, resulting in reduced workplace incidents.

Paramed (Extendicare)

Onboarding & Engagement Partner

Toronto, ON
Aug 2022 – July 2023

- Provided HR support for 1200+ employees in a unionized setting, conducting weekly onboarding presentations and managing filing and reporting.
- Maintained HRIS, updated employee information, managed benefits inquiries, and generated ad-hoc reports.
- Coordinated workplace accommodations and return-to-work plans, successfully balancing employee needs with operational requirements under human rights legislation.
- Bridged management and unionized employees, crafting contracts, upholding collective agreements, and resolving grievances through mediation.

Randstad

Human Resources Intern

Toronto, ON
April 2022 – August 2022

- Supported job evaluations, postings, and health & safety training distribution across multiple platforms including Connex and Naritas.
- Researched and sourced candidates, assisted with pre-screening and reference checks, and maintained applicant data in ATS systems.
- Evaluated resumes and candidate fit to support quality hiring decisions.
- Liaised between clients and candidates, articulating needs and delivering solutions that improved client satisfaction by 20%.
- Responded to HR inquiries and supported process improvements to enhance team efficiency and service delivery.

Skills

HR Operations: Grievance Handling | Policy Interpretation & Compliance | Disability & Accommodation | HR Program Development | Onboarding | Employee Relations | Change Management

Talent Management: Talent Acquisition | Performance Management | Employee Engagement | Succession Planning

Analytics & Reporting: HR Data Analysis | Workforce Analytics | Strategic Reporting | Headcount Reports

Project Management: Project Planning | Meeting Facilitation | Waterfall & Agile | Process Improvement

Administration: MS Office Suite | Event Coordination | Presentation Development | Auditing | Documentation

Digital & Technical Skills

HR Systems & Payroll: Workday | Ceridian Dayforce | Oracle | SAP SuccessFactors | ATS (Jobvite & Talcura)

Data Analytics & Reporting: Advanced Excel & Macro | Power BI (HR Dashboards & Reporting)

Collaboration & Communication: Microsoft Office Suite (Excel, Word, PowerPoint, Outlook) | MS Teams | Zoom

Education

George Brown College

Post-grad, *Human Resources Management*

Toronto, ON, Canada
2021 - 2022

Independent University, Bangladesh

Bachelor of Business Administration, *Finance*

Dhaka, Bangladesh
2011 - 2015

Certifications

HRPA | Certified Human Resources Leader (CHRL)

Nov 2025 (in progress)

Ontario Ministry of Labour | Supervisor Health and Safety Awareness in 5 Steps

2022

AccessForward | Integrated Accessibility Standards Regulation (IASR) Training

2021

Ontario Human Rights Commission | The Ontario Human Rights Code and AODA

2021

Toronto Metropolitan University | Business Communication

2021