

Mikael Ladlad

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Highlights of Qualification:

- **Post-Degree Graduate in Human Resource Management** with hands-on experience in payroll administration and HR concepts and practices in unionized settings.
 - **Experienced Employment Counselling** with a strong background in supporting new Canadians, **leveraging personal experience as a newcomer** to Canada to provide tailored guidance in aligning education and trade experience with the Canadian job market
 - **Strong analytical and research skills** by analyzing labour market trends and conducting in-depth research on industry demands to identify employment opportunities, enabling clients to align their skills with current market needs and improve employability.
 - **Proficient knowledge in MS Office 365** (Word, Excel, PowerPoint, Outlook, Teams), Adobe Suite, and virtual collaboration tools such as Zoom.
 - **Proven ability to thrive in high-pressure environments**, as demonstrated in the role of Case Manager at WorkBC, where I handled 150 clients, exercised independent judgment, and effectively managed complex cases, multitasked, and consistently met tight deadlines in a high-volume setting.
 - **Strong interpersonal communication and customer service skills**, demonstrated through providing one-on-one counseling to clients as a Case Manager, offering personalized support to address employment barriers and develop effective employment strategies.
 - **Exhibited a high level of discretion and confidentiality** in handling sensitive employee information, with up-to-date knowledge of the Freedom of Information and Protection of Privacy Act (FOIPPA), ensuring compliance and safeguarding personal data in all payroll and HR processes.
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Education

- **Post Degree Diploma in Human Resource Management with Internship Designation** (August 2022) Camosun College
- **Bachelor's degree in Psychology** (March 2017) Silliman University
- **Certificate in Human Resource Management** (June 2013 – March 2014) Silliman University

Professional Experience

Case Manager/Work BC Services Specialist (July 2023 – Present) – Work BC Victoria, BC

- Managed and supported more than 150 clients in career exploration to improve employability skills.
- Coordinate with other agencies and stakeholders, to ensure comprehensive support for clients.

- Mutually creating agreed upon Action Plans and subsequent revisions as required in support of the long-term employment and retention success of the Client.
- Thoughtfully directing and referring Clients to the appropriate Work BC program and service.
- Coached and helped encourage ownership, responsibility, and accountability to meet their employment objectives.
- Maintaining contact with the client to motivate and monitor client progress through the provision of one-on-one coaching and support that utilizes a customized approach appropriate to supporting the individual characteristics and needs of each Client.
- Provide clients labour market information about job openings and skill requirements.
- Help clients write resumés, prepare for job interviews, build job-readiness skills and develop job-search strategies.

Payroll Associate (July 2022 – March 2023, Contract) – Royal Roads University, Victoria, BC

- Worked with a team and individually to ensure an efficient and effective bi-weekly payroll process for approximately 600 employees.
- Coded and entered data of all leave request forms and timesheets, including but not limited to vacation, sick, family and other related leaves.
- Maintained payroll filing system, including updating and maintaining the payroll database.
- Maintained confidentiality and protected payroll operations by keeping information confidential.
- Maintained a productive working relationship with a broad internal stakeholder, including HR, department managers, divisional supervisors, and individual employees.
- Maintained employee benefit records, enrolled employees to the right benefit group and provided benefit overview to new employees ensuring compliance with collective agreement.
- Answered payroll/benefit inquiries to employees, managers and outside agencies.
- Ensuring new hires completed and submitted all payroll forms.

Human Resource Intern (May 2022 – July 2022, contract) – Royal Roads University, Victoria, BC

- Provided support to the overall recruitment process including internal/external job posting, revised interview questions, pre-screening call, interview applicants, and onboarding.
- Provided administrative support to the whole Human Resource Team to ensure effective and efficient operation, including but not limited to scheduling meetings, answering internal member inquiry, and researching.
- Provided support to a job fair to promote the organization.
- Managed human resource records by keeping accurate, up to date employee files including contracts and benefits.

- Provided support to the overall onboarding process of new employees.

Continuous Learning

- **Labour and Employment Law for BC** (June 24, 2022)
- **Customer Service Essentials** (March 2022) – Service Essentials Consulting
- **Respectful Workplace, Violence and Harassment** (March 2022) – Alert First Aid
- **FOIPPA Foundation Course Exam** - (07/14/2023)

Volunteer Experience

- **Camosun Interview Clinic, Co-op Program** - March 2nd to 9th
- **GVLIP Summit 2022, Diversity Works - Immigration and Employment in the Capital Region**, June 7th, 2022

Reference to be provided upon request