RAFAEL SATO

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SUMMARY OF QUALIFICATIONS

- Generalist HR professional who enjoys practical, people-first policy work.
- Experience across 4 employers, most recently as HR Generalist at Lantern Housing.
- Trusted adviser to line managers on day-to-day employee relations.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

University of Toronto — **Toronto**
BA Human Resource Management — *2021*

PROFESSIONAL EXPERIENCE

Lantern Housing — **Chicago, IL**
HR Generalist — *Mar 2026 – Present*

- Kept the HR dashboard on headcount, turnover and absence up to date.
- Handled employee relations cases from first meeting to outcome letter for a site of 22 staff.
- Kept personnel records and right-to-work checks accurate ahead of two external audits.
- Coordinated the move to a new performance review cycle across five departments.

Brightside Schools Trust — **Chicago, IL**
HR Advisor — *Jun 2025 – Dec 2025*

- Rewrote the employee handbook and got it signed off by the leadership team.
- Ran payroll inputs for monthly and weekly paid staff and fixed errors before cut-off.
- Handled TUPE paperwork for a team joining from an acquired business.
- Ran the annual pay review data and checked every letter before it went out.

Westfield Engineering — **Chicago, IL**
HR Assistant — *Jan 2024 – Apr 2025*

- Advised line managers on absence, capability and disciplinary processes in line with policy.
- Organised wellbeing weeks and quarterly engagement surveys and reported the results.
- Ran exit interviews and turned the themes into a quarterly retention report.

Westfield Engineering — **Chicago, IL**
HR Assistant — *Apr 2023 – Nov 2023*

- Built a training matrix so managers could see mandatory training gaps.
- Supported two restructures, including consultation meetings and documentation.

INITIATIVES

Line manager training programme

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

Hybrid working policy rollout

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

RESEARCH & PUBLICATIONS

A case study of workplace surveys — **2022**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

HR systems & practice: Onboardinng, BambooH R
General: Microsoft Office, Excel, Payroll basics, Employment law
Languages: English (Fluent)

CERTIFICATIONS

- CIPD Level 5 Associate Diploma
- Mental Health First Aider

EXTRA-CURRICULAR ACTIVITIES

- Member of a community choir.
- Organiser of a monthly running club with around 30 members.

REFERENCE

Emeka Tanaka
Senior Lecturer, Ardent Manufacturing
Contact: emeka@example.com