BEN MORALES

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SUMMARY OF QUALIFICATIONS

- Generalist HR professional who enjoys practical, people-first policy work.
- Experience across 2 employers, most recently as Senior HR Advisor at Maple Care Group.
- 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 Lisbon — **Lisbon**
BA Human Resource Management — *2025*

PROFESSIONAL EXPERIENCE

Maple Care Group — **Toronto, ON**
Senior HR Advisor — *Apr 2026 – Present*

- Coordinated the move to a new performance review cycle across five departments.
- Built a training matrix so managers could see mandatory training gaps.
- Rewrote the employee handbook and got it signed off by the leadership team.
- Advised line managers on absence, capability and disciplinary processes in line with policy.
- Ran exit interviews and turned the themes into a quarterly retention report.
- Owned Recruitment for warehouse and office roles, from advert to offer.

Corran Hotels — **Toronto, ON**
People Partner — *Nov 2025 – Apr 2026*

- Kept personnel records and right-to-work checks accurate ahead of two external audits.
- Wrote and delivered a line-manager briefing on flexible working requests.
- Ran payroll inputs for monthly and weekly paid staff and fixed errors before cut-off.
- 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.

TECHNICAL SKILLS

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

CERTIFICATIONS

- CIPD Level 5 Associate Diploma
- Mental Health First Aider

EXTRA-CURRICULAR ACTIVITIES

- Volunteer at a local food bank twice a month.
- Organiser of a monthly running club with around 30 members.
- Mentor for a school careers programme, helping students with CVs and mock interviews.

REFERENCE

Imogen Dubois
Engineering Manager, Westfield Engineering
Contact: imogen@example.com