
ROMIAN STRACHAN

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PROFESSIONAL SUMMARY

Experienced Recruitment Coordinator with a natural talent in sourcing, evaluating and full cycle recruitment. Skilled at finding, sourcing candidates from multiple sources with great communication skills and a knack for complying with laws and regulatory rules.

SKILLS

- Quality Assurance
- Fluent English
- Intermediate Spanish
- Process implementation
- Excellent problem-solving abilities
- Excellent communication skills
- New employee mentoring
- Written and oral communication
- Planning and implementation
- Excellent diagnostic skills
- Team leadership
- Employee evaluations
- Resource scheduling
- Microsoft Office (Excel, Word and Powerpoint)

WORK HISTORY

Recruitment Coordinator, 06/2019 to Current

Atento de PR, INC. – Caguas, PR

- Devised recruiting strategies and implemented through marketing campaigns, grassroots advertising initiatives and innovative presentations.
- Leveraged social media platforms and online job boards to advertise open positions and engage with potential candidates.
- Generated specific candidate pool for career opportunities through strategic placement of advertisements, evaluation of applicant credentials, and conducting initial interviews and pre-screening assessments.
- Controlled recruitment program by creating marketing materials, deploying recruitment tactics and building external relationships.
- Facilitated all new employee orientations to foster positive team attitude.
- Conducted numerous recruiting events per month to grow passive talent pipeline to prepare for future hiring needs.
- Tracked candidates and pushed for feedback on disqualifications, time-to-fill statistics and other variables.
- Compiled and produced qualified candidates' information for hiring manager review and liaised between parties to coordinate formal, management interviews.
- Maintained filing system of current, prospective and future positions.

- Oversaw full cycle recruiting for over 500 vacancies each quarter.
- OIG & SAM Compliance pre-hire stage

Customer Service Supervisor, 01/2019 to 06/2019

Atento Puerto Rico INC. – Caguas, PR

- Conduct interviews and agent selection for the campaign.
- Directed personnel training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Established and updated work schedules to account for changing staff levels and expected workloads.
- Supervised day-to-day customer service operations to provide staff with guidance and drive productivity.
- Assessed personnel performance and implemented incentives and team-building events to boost morale.
- Proceeded with disciplinary actions where applicable within the guidelines of Atento and Puerto Rico laws.
- Managed agents files and adhered to company policy and procedures to prevent any legal issues.

Jr. Cordinator (Temporary) June 2019 - June 2019

- Ensured staff FTE's maintained above the minimum capacity.
- Prepared and processed payroll for over 100 employees.
- Coached new team leads on administrative procedures, company policies and performance standards.
- Directed team leads to ensure proper agent record keeping; follow-up with probation period and disciplinary actions.

LANGUAGES

Jamaican Patois, Fluent English & Spanish

EDUCATION

Bachelors: Business Management, Administration, 2015

Universidad Del Turabo

- Majored in Business Management, minored in Human Resources.