

Wu, Yi-Chen (Joyce)**Skills & Qualifications**

- More than 10 years of experience supporting HR & payroll functions in a unionized environment at UBC.
- Experience in interpreting and applying policies and procedures.
- Experience working with UBC systems (HRMS, ePAF, eRecruit, Position Management, FMS Live, FMIS, AccessUBC, FluidSurveys, Personnel Absence Tracker, and etc.)
- Experience troubleshooting issues related to HRMS
- Knowledge of software testing fundamentals
- Ability to effectively use Microsoft Office Suite and Content Management Systems (Drupal, WordPress, and SharePoint)

Professional Experience**Intermediate HR Business Analyst, UBC Human Resources***May 2018 - present*

- Provide analytical, statistical, technical and reporting support to Human Resources and distributed HRMS users.
- Administer HRMS workflow rules for departments and assist departments in troubleshooting issues related to workflow rules setup.
- Maintain HRMS setup tables such as department ID, job codes, location codes, and salary tables.
- Conduct interviews to facilitate end-user reporting and data requests..
- Design statistical and management reports of varying complexity by extracting data using SQL and other reporting tools from the HRMS.
- Conduct software testing related to enhancements and bug fixes
- Conduct in-house HRMS training sessions for new users.

Administrative Assistant (HR & Payroll), UBC School of Nursing*Jan 2018 – May 2018**Feb 2008 – Jan 2017*

- Provided advice and assistance to employees and faculty members on HR and payroll issues, including hiring process, policies and practices, terms and conditions of employment.
- Forecast and tracked milestone events such as probationary periods, job anniversary dates, reappointment dates, term end dates, and estimated notice periods.
- Coordinated and processed staff and students' recruitments, reappointments, terminations and any changes to their appointments.
- Edited job descriptions and liaised with UBC-HR Compensation to facilitate the position classification process on the Position Management system.
- Tracked staff attendance and submitted attendance record to UBC-HR via the Attendance/Sick Leave System. Coordinated, recorded, and processed the semi-monthly timesheets.
- Initiated and processed financial paperwork for internal and external cost recovery and payments on research projects.
- Assisted with retrieving data and compiling employment and salary information for various projects and reports.

Professional Experience (cont.) **HR Specialist (Leave Replacement), UBC School of Nursing** *Jan 2017 – Jan 2018*

- Provided advice and assistance to faculty members on HR and payroll issues, including hiring process, policies and practices, terms and conditions of employment.
- Coordinated and processed faculty members' and foreign academics' recruitments, reappointments, terminations and any changes to their appointments.
- Assisted with recruitment for Clinical Associate appointments.
- Trained and provided guidance to new HR Assistant.
- Assisted with HR projects and initiatives.

The 500 Staffing Inc., Vancouver *Dec 2007 – Feb 2008*

- **Assistant to Graduate Program Records Officer, UBC School of Nursing**
 - Provided information on requirements to prospective students, assisted with evaluation of transcripts and calculation of GPA, scheduled and contact eligible applicants for interview.
 - Assisted with updating and maintaining current and incoming student databases, and tracked students' milestone and progress to degree completion.
- **Secretary to Dr. Jane Schaller, Executive Director of the International Pediatrics Association, UBC Dept. of Pediatrics**
 - Audio tape transcription of meetings, memo, response letters, and etc.
 - Managed Dr. Jane Schaller's calendar and provided secretarial and general office support.

Health Science Online Research Assistant , UBC Dept. of Health Care and Epidemiology *Feb 2007 – Feb 2008*

- Researched on all available online educational resources for Anatomy and Pathology and uploaded valid resources to respective databases.
- Uploaded verified resources to HSO development website.
- Researched and compiled a master contact list for major Nursing schools in the US and Canada

Education **Business Analysis Certificate, UBC Sauder Continuing Business Studies** *Present*

- Business Analysis Fundamentals - BA Planning and Project Mgmt.
- Leadership and Teamwork for BA - Written BA Communications
- Requirements Gathering, Analysis and Documentation - Change Management and Process Implementation

Human Resources Management Certificate, SFU Continuing Studies *Present*

- Organizational Behaviour - Human Resources Management
- Strategic Human Resources Planning

Bachelor of Science – General Science in Life Science and Chemistry, UBC *May 2007*

Other Professional Developments	BCIT Computing Courses		<i>Sept 2014 – Present</i>
	<ul style="list-style-type: none"> - Relational Database & SQL - Business Analysis & System Design - Web Development and Design 1 - UX/UI Development - .NET Windows App. Dev. in C# - IT Project Management 	<ul style="list-style-type: none"> - C++ Application Development 1 - C Programming 2 - Java Application Development - Intro to JavaScript and jQuery - Computer Architecture - QA and Software Testing 	
	UBC Continuing Studies		<i>Apr 2014 – Feb 2016</i>
	<ul style="list-style-type: none"> - Introduction to Business Writing - Native Mobile App Development 	<ul style="list-style-type: none"> - Report and Business Writing 	
	Thompson Rivers University, Open Learning		<i>Sept 2013 – Mar 2014</i>
	<ul style="list-style-type: none"> - Intro to Financial Accounting 		

References available upon request.