

# Kathleen Hayter

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**HR Generalist enthusiastic about user experience and people systems design.** I plan and refine processes, programs, and systems based on how people actually use them—making them simpler, more effective, and easier to manage. With experience supporting teams across departments and levels, I bring a cross-functional, business-minded approach to solving operational challenges.

## Core Capabilities

- Stakeholder Collaboration & Advisory
- HR Operations & Process Optimization
- Program Design & Optimization
- Policy Development & Compliance
- Full-Cycle Recruitment
- HRIS Implementation & Administration
- Performance Management

## Relevant Experience

### Utherverse Digital, Inc. | 2011 - Present

Office Admin. → Acct. Facilitator → Sr. Acct. Facilitator → Office Manager → Virtual World Operations Manager → HR Manager

#### HR Management

Led HR operations for a mix of Canadian employees and global contractors, supporting the full employee lifecycle.

- Advise leadership on HR strategy, compliance, and employee relations, contributing to informed decision-making
- Designed and implemented a structured performance review and feedback program, uncovering key operational friction points and improving team productivity
- Modernized HR policies and procedures to strengthen regulatory compliance while aligning with evolving company culture
- Led full-cycle recruitment for specialized technical roles supporting development of a metaverse platform
- Built and launched an employee equipment benefit program, improving access to tools and supporting remote productivity
- Evaluated and implemented an HRIS, leading vendor selection, rollout, and ongoing administration; reduced administrative workload and improved access to workforce data
- Manage end-to-end recruitment, onboarding, and offboarding processes across departments
- Oversee benefits administration, employee records, and contracts
- Training of HR administrator

#### Virtual Business Program Management

Utherverse operates several products that allow members to create avatars and engage in various activities online in a 3D environment.

- Led planning and execution of large-scale virtual conventions, coordinating cross-functional teams and supporting thousands of annual attendees
- Designed workflows for an automated, AI-enhanced virtual event product, improving scalability and reducing manual coordination

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- Documented and refined internal and customer-facing processes to improve efficiency and user experience
- Adapted existing programs in response to shifting user needs and product direction
- Administered and supported specialized customer programs, including training staff and troubleshooting issues
- Supervised and coordinated work of two contractors

### Office Management

I started my career at Utherverse as an Office Administrator, eventually becoming Office Manager.

- Coordinated office relocations, ensuring minimal disruption to business operations
- Managed vendor relationships and oversaw procurement of supplies, equipment, and services
- Organized tradeshow logistics, including travel, accommodations, and staff scheduling
- Maintained operational documentation and supported cross-department administrative needs (operations, accounting, marketing)
- Provided front-line support and handled high-volume communications
- Supervised and trained an Office Assistant

## Other Career Experience

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### Background Performer | Double Agents Talent | 2008 - 2010

Performance art was well outside my comfort zone, but was an interesting experience that I'm glad I tried.

### First Keyholder | QE HOME (formerly Quilts Etc.) | 2008 - 2010

Maintained position in top 3 salespeople, cashed in/out & made deposits, inventoried, & assisted in staff training.

### Sales Associate | Hypatia Shoes | 2007-2008

Drove repeat business through empathetic, needs-based support; improved POS system data accuracy by implementing standardized product naming.

### Site Coordinator | Bridge Lake Community Access Program | 2005-2006

Progressed from Intern to Site Coordinator. I assisted with computer usage, reported on metrics, managed transactions, created tutorials, and developed a basic website.

## Volunteer Experience

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### Student Volunteer | Parkside Centre for Arts and Culture | 2005

As a student volunteer, I assisted with an art workshop for intellectually disabled adults, created advertisements for an art show, maintained and contacted gallery patrons for donations and event alerts.

## Education

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### HR Management Associate Certificate

British Columbia Institute of Technology | Nov 2025

*This Associate Certificate is the half-way point to a full certificate. Expected to complete full certificate in Spring of 2027.*

### Introduction to Health Equity (course completion)

National Collaborating Centre for Determinants of Health | Apr 2026