

HUMAN RESOURCES OPERATIONS MANAGER

06/2017 - PRESENT

- Detroit, MI
- Understands the PepsiCo business to assist in interpreting and fulfilling report requests
 - Professionally interact with all levels of the business; both verbally/written. Function independently with minimal direction; ability to prioritize multiple tasks
 - Complete highly complex tasks in a fast-paced, high-performance environment. Expert level proficiency in MS Excel, PowerPoint, Business Objects and SAP HCM (Access, MS Visual Basic, SAS,TOAD, Tableau and Quickbase experience is desirable)
 - Quickly troubleshoot and resolve problems and to efficiency in current processes across the HR Ops Team
 - Strong attention to detail, sense of urgency and utmost sense of importance for data integrity and report accuracy. Customer service orientation. Minimal travel required (would be for special projects/ training; average 2-3 trips annually)
 - Analyse HR data for business area to identify opportunities for improvement and implement solutions to
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 - Provide information to employees and managers about a wide range of work-related issues
 - Support the maintenance of the HRIS system by processing employee status changes in a timely way

HUMAN RESOURCES OPERATIONS SUPERVISOR

09/2010 - 03/2017

- Los Angeles, CA
- Prior experience supporting or owning continuous improvement projects strongly desired
 - Strong understanding of HR processes and data, including eligibility and enrollment rules and benefit procedures
 - Thorough knowledge of and experience with MS Excel, Access, Word and PowerPoint
 - Understanding of database design, structure, functions and processes strongly desired
 - Previous exposure to project-related activities through active participation in system-related projects strongly desired
 - Serve as the subject matter expert for HR policies and procedures
 - Develop, recommend and lead the design and implementation of HR policies and procedures

HUMAN RESOURCES OPERATIONS INTERN

09/2003 - 07/2010

- Phoenix, AZ
- Perform data updates, exports, imports, audits, and cleanups. Confirm the accuracy and integrity of employee data, coordinating the resolution of any data discrepancies
 - Create reports, including graphs, charts and statistics for use by HR and other departments
 - Communicate procedures, guidelines, and documentation to users throughout the company
 - Maintain super user knowledge of the Workday system
 - Able to work alone, but also in a team environment
 - Able to multi-task and be detail oriented
 - Spiritual Bona Fide Occupational Qualification (BFOQ): Demonstrates desire and ability to support corporate Biblical and religious goals and participate in regular work related spiritual activities without reservation
 - Experience: Three to five years of work experience in Operations, Recruiting, HRIS, or Human Resources, or an equivalent combination of work experience and education
 - Project management and system implementation experience strongly desired

EDUCATION

UTAH STATE UNIVERSITY - OREM EDUCATION CENTER

1999 - 2003

Bachelor's Degree in Human Resources

- PROFESSIONAL SKILLS
- Excellent communication skills, including meeting facilitation, interpersonal, networking and negotiating skills at all levels in the organization
 - Strong PC and data processing and reporting skills essential
 - Strong organizational skills and customer service, team-oriented collaborative work style approach in carrying out assignments
 - Strong communication and influencing skills necessary
 - Demonstrated verbal, written, analytical, and interpersonal skills
 - Prior experience supporting or owning continuous improvement projects
 - Basic math skills to calculate test scores during recruitments