

Professional Summary

Dedicated professional eager to create and implement successful strategies to improve organizational efficiency. Adept at utilizing data analysis to provide insights into HR initiatives. Strong communication and interpersonal skills and committed to pursuing best practices related to employee development and retention.

Successful human resources candidate with expertise in employee recruitment, training and payroll management. Adept at building and maintaining positive relationships with employees and management. Strong organizational skills and committed to adhering to relevant laws and regulations.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Skills

- Recruitment
  - Pre-Employment Screening
  - Personnel Recruitment
  - Benefits and Compensation
  - Training and Development
  - Conflict Resolution
  - Candidate Sourcing
  - Training and mentoring
  - Team Building
  - Organizational Development
- Dependable and Responsible
  - Written Communication
  - Clerical Support
  - Data Entry
  - Active Listening
  - Problem-Solving
  - Teamwork and Collaboration
  - File and records management
  - Wages and Salary

Work History

Human Resources Specialist, 06/2022 to 01/2023

Hospice Of Chattanooga – Ringgold, GA

- Oversaw and managed hiring process and assisted human resources.
  - Partnered with senior leadership to establish and develop corporate and HR policies and procedures.
  - Briefed job applicants regarding responsibilities, benefits and schedules to provide information regarding job specifications and logistics.
  - Analyzed and reported on employee turnover rates to determine root causes and make recommendations for improvement.
  - Developed and maintained positive relationships with external vendors, insurance providers and benefits administrators to establish trust and rapport.
  - Maintained personnel records and statistical data to establish accuracy and compliance with applicable regulations.
  - Fielded employee inquiries related to insurance, pension plan, vacation, sick leave and employee assistance.
  - Resolved employee complaints and grievances successfully through mediation and collaboration.
- + Edit or add your own
- Created and delivered HR training sessions to staff, managers and executives.
  - Collected and analyzed information to monitor compliance outcomes and identify and address trends of non-compliant behavior.
  - Reduced expenses by analyzing compensation policies and implementing competitive programs while ensuring adherence to legal requirements.
  - Pre-screened resumes prior to sending to corporate hiring managers for consideration.
  - Improved office efficiency by effectively managing internal communications and correspondence.
  - Coordinated implementation of people-related services, policies and programs through departmental staff.
  - Planned, monitored and appraised employee work results by training managers to coach and discipline employees.
  - Assisted with writing job postings and job descriptions for boards.
  - Partnered with departmental managers to ascertain hiring needs and subsequently provide candidate recommendations.
  - Administered employee benefits programs and assisted with open enrollment.
  - Monitored employee attendance and performance, addressing issues in accordance with company policies and procedures.
  - Reviewed and screened applicant resumes to identify qualified candidates.
  - Planned and managed recruitment activities for new hires using strategic personnel, staffing, and position management practices.
  - Advocated for staff members, helping to identify and resolve conflicts.
  - Conducted performance reviews and provided feedback to managers on employee performance.

Customer Service Representative, 12/2021 to 05/2022

Super Service Today – Quincy, MA

- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Tracked customer service cases and updated service software with customer information.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Answered constant flow of customer calls with minimal wait times.
- Promoted available products and services to customers during service, account management, and order calls.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
- Reached out to customers after completed sales to suggest additional service or product purchases.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Updated account information to maintain customer records.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Responded to customer requests for products, services, and company information.
- Provided primary customer support to internal and external customers.
- Handled customer inquiries and suggestions courteously and professionally.
- Utilized customer service software to manage interactions and track customer satisfaction.
- Collaborated with sales team members to stay current on inventory levels, complete accurate orders, and resolve item issues.
- Collected and returned unpurchased or returned items to correct shelf locations and arranged displays to promote sales.
- Resolved associate, tool and service delivery issues revealed by statistical reports.
- Enhanced productivity levels by anticipating needs and delivering outstanding support.
- Trained new personnel regarding company operations, policies and services.
- Responded proactively and positively to rapid change.
- Cross-trained and backed up other customer service managers.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Monitored cash drawers in multiple checkout stations and maintained adequate cash supply.
- Liaised with sales, marketing, and management teams to develop solutions and accomplish shared objectives.
- Promoted superior experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.
- Investigated and resolved accounting, service and delivery concerns.
- Increased efficiency and performance by monitoring team member productivity and providing feedback.
- Increased efficiency and team productivity by promoting operational best practices.
- Implemented and developed customer service training processes.
- Maintained up-to-date knowledge of product and service changes.
- Created and maintained detailed database to develop promotional sales.
- Trained staff on operating procedures and company services.
- Developed and updated databases to handle customer data.
- Bolstered customer retention by creating and offering unique discount options and inspiring interest in new product lines.
- Promptly responded to inquiries and requests from prospective customers.
- Sought ways to improve processes and services provided.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.

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Customer Service Representative, 05/2021 to 10/2021

Super Service Today – Dedham, MA

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
  - Provided primary customer support to internal and external customers.
  - Offered advice and assistance to customers, paying attention to special needs or wants.
  - Developed customer service policies and procedures to meet and exceed industry service standards.
  - Participated in team meetings and training sessions to stay informed about product updates and changes.
  - Analyzed customer service trends to discover areas of opportunity and provide feedback to management.
  - Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
  - Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
  - Utilized customer service software to manage interactions and track customer satisfaction.
  - Collaborated with sales team members to stay current on inventory levels, complete accurate orders, and resolve item issues.
  - Educated customers about billing, payment processing and support policies and procedures.
  - Resolved associate, tool and service delivery issues revealed by statistical reports.
  - Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
  - Promoted available products and services to customers during service, account management, and order calls.
  - Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
  - Maintained up-to-date knowledge of product and service changes.
  - Promoted superior experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.
- + Edit or add your own
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
  - Responded to customer requests, offering excellent support and tailored recommendations to address needs.
  - Followed up with customers about resolved issues to maintain high standards of customer service.
  - Developed and updated databases to handle customer data.
  - Answered customer telephone calls promptly to avoid on-hold wait times.
  - Updated account information to maintain customer records.
  - Responded to customer requests for products, services, and company information.

Education

Associates : Liberal Arts And General Studies, 06/2018

Kingsborough Community College of The City University of New York - Brooklyn, NY

Bachelors: Psychology, 04/2024

Brooklyn College - 2900 Bedford Ave