

Professional Summary

Versatile experienced professional with experienced in wide range of business needs, including strategic planning, promotional activities and human resources. Accustomed to stepping into different roles every day to enable business operations to evolve and meet changing demands.

Skills

- Data entry
 - Inventory
 - Team building
 - Managing
 - Meetings
 - Access
 - Excel
 - Outlook
 - Microsoft Word
 - Personnel
 - WorkForce Improvements
 - Exit Interviews
- Equal Opportunities Facilitation
 - Recordkeeping
 - Professionals in Human Resources Association
 - Time management
 - HR department startup
 - HIPAA Guidelines
 - Appointment Scheduling
 - Medical Records Management
 - Sales Development
 - Database Management
 - Strategic Planning
 - Leadership skills

Work History

Human Resources Coordinator, 05/2019 to Current

Archway Marketing – Mankato, MN

- Documented patient medical information, case histories to facilitate smooth appointments for ADA, FMLA & PFMLA.
- Scheduled, rescheduled and handled cancelled appointments for employees.
- Oversaw investigations into discrimination, sexual harassment or other workplace claims.
- Completed in-depth investigations into issues pertaining to discipline and grievance management and recommended strategies.
- Documented all information gathered field and uploaded data to company database for efficient processing using Equifax for unemployment.
- Collected evidence to support contested claims in court.
- Analyzed information gathered by investigation and reported findings and recommendations.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Communicated with documented COVID-19 patients and other exposed persons via phone call, text, e-mail and other platforms.
- Investigated and identified confirmed and suspected corona virus cases, also documenting potentially affected contacts.
- Counseled managers and employees regarding company policies, procedures and workplace issues.
- Maintained as direct contact for over +5,000 employees on a daily basis for Employee Relations.

Sales & Marketing, 07/2018 to 05/2019

Bozzuto Management Company – City, STATE

- Advised and advocated for renters on finding a home in a competitive market.
- Presented showings with renters to answer questions and ensure needs were met.
- Completed background checks for tenant screening.
- Compared property values and sales to stay abreast of competitive market prices.
- Designed marketing strategies in order to reach more potential tenants and fill empty units.
- Handled prospect application interviews and meetings in person with hundreds of potential tenants.
- Responded to tenant complaints and followed up after action was taken to ensure satisfaction.
- Scheduled meetings, showings, and appointments for potential tenants.
- Engaged with customers to effectively build rapport and lasting relationships.

Executive Concierge Manager, 04/2013 to 07/2018

Bozzuto Management Company – City, STATE

- Supervised staff, on and off property location.
- Remedied issues quickly and effectively through active listening, conflict resolution and dynamic communication skills.
- Worked closely with guests, some VIP or celebrity, with high degree of respect for privacy.
- Used Microsoft Word and other software tools to create documents and other communications.
- Used coordination and planning skills to achieve results according to schedule.
- Served customers in a friendly, efficient manner following outlined steps of service.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Identified issues, analyzed information and provided solutions to problems.
- Led projects and analyzed data to identify opportunities for improvement.

Additional Traits

Boston, MA

Worked as liaison between sub contracted services Directing service requests to maintenanceteam.Inventory, residential services and reservations via Building link, Yardi, Microsoft Word, Excel,Access and Outlook Provided base level IT support to non-technical personnel within thebusiness.Installed software, modified and repaired hardware and resolved technical issues Maintainedaccurate key logs and managing video surveillance of the property and surrounding areas Securereental new agreements monthly for residents.Monitored effective lease renewal programs.Completed final move-in check up for new tenants Analyze and confirm entry of monthly financialinvoices for vendor services. Lead Concierge | Residential Services, Park Lane Seaport - Tillinger's, Assisted all new residential move ins.Verifying all residential requests are handled promptly and accurately Data entry for pass on logsand schedules Help motivate, train and supported staff and team building events Communicateeffectively with management, residents and on site contractors Recommended top dining andentertainment options for guests in the Boston area.

Guest Services - Boston, MA

Polished professional that consistently provided a rewardingluxury hotel experience for guests through helpful, attentive and courteous interactionsMaintaining all applicable logs, updates, files and relevant computer systems to buildingoperations.Completing nightly audit, cash handling and reports.Maintaining accurate surveillance and shift log to ensure successful communication during theshifts Assisting increasing group sale profits.

Dispatch Supervisor | First Call Medical Transportation | MAResponsible for managing transportation for entire fleet of over 70vehicles Providing safe and reliable transportation to and from DMH, DMR for elderly and mentaldisorder.Secure transportation for infants for early childhood intervention programs Ensure all propertransportation routes provided weekly for drivers Maintained strong line of radio communicationthroughout the day with fleet drivers.

Associate of Arts: Mathematics

UMASS Boston / Gardner High - Boston, MA