Human Resources Specialist

## Employee Engagement ∙ Coaching ∙ Wellness

*HR Professional with proven success in the HR and Wellness fields. Background includes strategic process planning, leadership, counseling, training, recruiting, benefits, multi-site event planning, project management, group facilitation and people management. Expertise in the Healthcare and Wellness industries. Innovative and forward-thinking in order to create positive, measurable and sustainable results. A team player that motivates and inspires others, highly organized, analytical and project-oriented. Working with both people and processes are strengths. Technically proficient in Word, Excel, Outlook, Access, PowerPoint, Publisher, ImageNow, ADP and Paychex. Additional expertise in:*

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| * Project Coordination * Process Improvement * HRIS | * Wellness Programming * Employee Relations * Budget Management | * Coaching * Compensation * Talent Management |

# Education

ASHFORD UNIVERSITY – Clinton, IA  
**Psychology BA,** 2009 GPA: 3.85/4.0  
**Sociology BA,** 2009 GPA: 3.83/4.0

INSTITUTE FOR LIFE COACH TRAINING – Byron Center, MI  
**Life Coach Training,** 2010

JOHNSON COUNTY COMMUNITY COLLEGE  
**Business Leadership,** 2011

# Certifications

WELLNESS COUNCIL OF AMERICA (WELCOA)  
**Building A Results-Oriented Workplace Wellness Program,** 2012 **Linking Wellness Initiatives to Employee Benefit Design,** 2012  
**The Art And Science Of Changing Unhealthy Behaviors,** 2012 **How To Effectively Utilize Health Coaching To Improve Employee Health,** 2012 **How To Demonstrate A Return-On-Investment,** 2013  
**The Art and Science of Building a Wellness Program in a Small Business Setting,** 2013

# Professional Experience

PHYSICIANS REFERENCE LABORATORY – Overland Park, KS  
**Human Resources Generalist,** 2010 to Present

Manage 250 employees across multiple locations for all areas of HR including employee relations, recruiting, compensation, benefits, training and payroll and respond to legal matters as necessary. Communicate and interact with all levels of employees up to C-level administration.

Employee Engagement: Coach all levels of employees to resolve conflicts, advise on employee relations including disciplinary actions and coaching for higher employee engagement, performance and satisfaction to increase retention and decrease turnover.

Human Resource Information Systems (HRIS): Managing a project to move to a paperless environment by integrating the ADP payroll system with ImageNow in order to create efficiency in common tasks and lower costs. Completed a project to automate our employee database with the ADP payroll system to automatic updates. Sourced, implemented and administer the company’s applicant tracking system (ATS) in order to improve efficiency and ease of use of the hiring process between HR and hiring managers.

Benefits: Educate employees and field questions concerning company benefits such as health, dental and vision insurance, FSA, 401K and various supplemental insurances. Conduct multiple open enrollment periods each year. Administer payroll for benefits. Interact with insurance companies to resolve employee issues.

Training: Conduct HIPAA and Compliance training, new employee orientation and tours. Train management on new HR procedures and systems.

Accomplishments: Saved time spent on and increased efficiency of the hiring process by implementing an ATS system for HR and hiring managers. Restructured the hiring process to obtain the best possible hires in the most efficient manner. Setup COBRA process for FSAs.

**Wellness Coordinator,** 2007 to Present

Manage wellness for 500 employees across multiple locations and manage a team of 15 Wellness Committee members. Manage data to track and analyze participant program interest, program participation, participant satisfaction, biometrics and program costs. Track and analyze medical health care costs, insurance utilization and program behavior change. Manage and maintain the wellness budget. Interact with and report wellness to C-level administrators.

Programs: Implemented and managed programs such as the Kansas City Corporate Challenge, Redefine Wellness (physical fitness program targeting activity to provide physical support for the employee in their job role), weight loss challenge, various physical fitness and walking challenges, wellness coaching, Health Risk Assessments, wellness screenings, gym stipend and memberships. Developed and taught weekly health seminars on various health topics. Organize special wellness events. Write monthly wellness articles for the company newsletter.

Projects: Linking company benefits to wellness initiatives to improve participation and lower healthcare costs.

Accomplishments: Increased wellness participation levels each year from 4% of employees in 2007 up to 20% with a zero budget. Maintained health plan rates for 2010 and decreased by 4% in 2011 for the first time ever. Developed an online system for individual and team competitive fitness challenges.

**Help Desk Analyst III,** 2006 to 2010

Led the team and was responsible for decision-making and training. Provided telephonic and in-person customer service for 500+ employees and clients across multiple locations. Troubleshooting for and serviced 200+ desktop computers and printers for employees and clients. Managed internal and external phone systems. Installation and setup of computers, printers, phone lines and internet service for all clients. Provided 24/7 on-call service for internal and external clients.

Systems and Software: ImageNow, Track-It (Help Desk ticket tracking), remote desktop tools, Active Directory, Microsoft Office Suite versions 1995-2010. Windows-based servers, desktop and laptop computers.

Accomplishments: Collaborated with vendors to identify unneeded phone and DSL lines that resulted in a $1,500 per month indefinite cost savings. Developed and maintained company intranet and maintained company website.

**Purchasing Agent,** 2004 to 2006

Ordered and delivered $2 million of office and laboratory supplies for all departments. Handled shipping, receiving, inventory and order input into the payroll system, identified order discrepancies. Controlled inventory for warehouse including ordering supplies, order picking and end of the year inventory counts.

Accomplishments: Aided in setup of KANBAN card ordering system for the laboratory. Aided in setup of ImageNow system for Purchasing department. Reorganized the warehouse setup for efficiency. Setup inventory control card system for warehouse.

# Affiliation & Community Work

* Society for Human Resource Management (SHRM) member
* Society for Human Resource Management-Johnson County (SHRM-JC)
* Wellness Council of America (WELCOA) member
* Alms Deacon, Cross Points Church, 2010-Present

Work with a team to determine which clients to provide financial support to and how much each should receive by interviewing and collaborating with the team to make final determinations. Also provide financial counseling for clients.

# Professional References

PHYSICIANS REFERENCE LABORATORY  
Lana St. Clair – Human Resources Generalist – (913) 338-4070  
Ken King – Interface Developer (former Help Desk supervisor) – (913) 338-4070  
Marty Bradshaw – Purchasing Agent – (913) 338-4070  
CBIZ  
Sara Slocum – National Recruiting Manager – (913) 212-8069

# Personal References

Robert Hilton – Human Resources Assistant – (510) 600-2448

Brad Settle – Data Analyst– (785) 550-3775

Jay Adams – Business Owner – (913) 634-7303