

QUALIFICATIONS

Detail-oriented and results-driven professional with over 10 years of experience in management, administration, and human resources, including 5 years of professional human resources experience in healthcare settings. Seeking to leverage expertise in recruiting, onboarding, leave management, and employee relations to excel in roles such as Provider Pre-Employment Associate or Leave of Absence Specialist. Proven ability to provide outstanding customer service, manage complex processes, and adapt to diverse environments.

PROFESSIONAL SUMMARY

Experienced HR professional with a strong background in managing pre-employment processes, leave management, and employee relations in healthcare and corporate settings. Exceptional interpersonal, multitasking, and team-building skills. Proficient in technology, including HR software platforms such as Workday. A quick learner with a willingness to adapt and learn new knowledge and platforms.

EDUCATION

Eastern Washington University

Bachelor of Arts in Business Management - Human Resource Management, Communication Studies (2012-2015)

Dojo Coding Bootcamp – part of Colorado Technical University

Full Stack Coding Bootcamp (2023)

EXPERIENCE

Human Resource Associate - MultiCare Health System, Tacoma, WA (August 2022 – July 2023)

- Optimized pre-employment processes for contractor positions and rotation students, achieving 100% compliance and reducing onboarding time from 2 weeks to 1 month down to within 1 week.
- Collaborated cross-functionally with departments and vendors to enhance onboarding experience, resulting in a 40% increase in employee satisfaction scores.
- Provided user support for HR software platforms, resolving 95% of issues within 24 hours, improving employee efficiency and satisfaction.
- Maintained accurate records and data integrity, resulting in a 30% reduction in discrepancies during audits.

Leave of Absence Specialist (Interim COVID-19 Workforce)

Seattle Children's Hospital, Seattle, WA (January 2022 – August 2022)

- Managed COVID test result reporting, maintaining 100% accuracy and ensuring timely communication of policies to employees.
- Provided Tier 2 support for leave issues, achieving a 90% resolution rate and improving employee satisfaction scores by 20%.
- Implemented efficient data collection processes, reducing processing time by 25% and ensuring compliance with privacy regulations.
- Delivered clear communication on policies, resulting in a 15% decrease in policy violation incidents.

Pharmacy Operation Manager - Walgreens, Kirkland, WA (Apr 2019 – Nov 2021)

- Optimized recruitment processes, resulting in a 20% decrease in time-to-fill for vacant positions.
- Implemented workflow improvements, leading to a 25% reduction in prescription errors and enhancing patient safety.
- Successfully managed Community Outreach Portal, increasing community engagement by 30% and driving revenue growth.

Salon & Spa Coordinator, Gene Juarez Salon & Spa, Lynnwood, WA (May 2018 – July 2021)

- Enhanced customer experience through efficient scheduling and service management, resulting in a 15% increase in client retention.
- Implemented inventory management system, reducing product waste by 20% and improving cost efficiency.
- Led staff training initiatives, resulting in a 10% increase in service quality ratings

Manager, Sen Salon LLC., Seattle, WA (Nov 2017- May 2018)

- Implemented streamlined appointment scheduling system, reducing scheduling errors by 15% and improving customer satisfaction.
- Optimized supply chain management processes, resulting in a 20% decrease in inventory holding costs.
- Successfully resolved customer conflicts, maintaining a positive reputation and driving repeat business.

Shop Supervisor, Sweet Feet LTQ, LLC, Redmond, WA (Sep 2015 – Oct 2017)

- Managed recruitment and hiring process
- Oversaw supply chain management and procurement
- Managed payroll and scheduling
- Handled back-office bookkeeping and accounting

Assistant Volunteer Coordinator, Northwest Folklife, Seattle, WA (Apr 2015 – Aug 2015)

- Processed volunteer applications and background checks
- Managed volunteer scheduling, registration, and outreach efforts
- Supervised donation management

Office Assistant, Hong Lan Transfer Money Service, Seattle, WA (Jan 2013 – Apr 2015)

- Managed schedules, customer interface, and cataloging of incoming and outgoing communications
- Oversaw back-office bookkeeping
- Processed money transfers and deposits as per customer requests

SKILLS

- Recruitment and onboarding
- Leave management and FMLA administration
- Strong interpersonal and communication skills
- Proficiency in HR software platforms (e.g., Workday)
- Microsoft Office Suite
- Organizational skills and attention to detail

ADDITIONAL NOTES

- Languages: Bilingual in English and Vietnamese
- Certifications: Coding Certification, Pharmacy Technician