KIMBALY TEAL BROWN

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**PROFESSIONAL SUMMARY**

**Business Administrator | HR Specialist | Office Manager | Sales Operations | Data Analytics**

Executing the Day ➜ Planning the Future ➜ Impacting Results ➜ Driving Team Culture ➜

Watching the Bottom Line ➜ Solving Issues ➜ Supporting Teams ➜ Serving Clients ➜ Cleaning Data

* Agile problem-solver who uncovers root causes, creates and executes action plans, then implements updated SOPs. Talented at streamlining operations by analyzing business needs and developing practical solutions.
* Leverage interpersonal skills, creative and critical thinking, and ability to work or lead in team environment and continuously impact results while inspiring others to reach personal and organization-wide goals and standards.
* Lead, mentor, and motivate team members. Encourage change and evaluate processes and programs to drive business flow and efficiency. Plan events, creating well-attended and engaging company functions and meetings.

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| **Business Administration Skills** | | | **People & Human Resources Skills** | |
| Office Management  Client Relations  Event Management  Service Agreements  Space Coordination  Purchasing  Facilities Manager | Calendar Management  Continuous Improvement  Project Management  Research | Auditing  Data-driven Analysis  Accts Payable/Receivable  Diversity and Inclusion | Office Planning  Expense Budgets  Expense Reports  Data Analytics  Research - Audits  HRIS Analyst  Payroll - ADP | Relationship Development  Team Leadership | Mentor  Employee Security Access  HR Compliance  ADA Accommodation  FMLA | Workman's Comp HRIS System Testing | Recruit, Interview, Hire  New Employee Onboarding  Background Checks  Training | Development  Benefit Administration  MS Office, Word, Excel, Outlook, PowerPoint |

**PROFESSIONAL EXPERIENCE**

**Great Performances– Bronx, NY 2021-present**

**People and Culture (PAC) Specialist**

**SNAPSHOT:** Reported to Director of Human Resources. Managed Diversity and Inclusion for the company. Managed HR administration for 500+ employees. Supported operations through data-driven analysis and people metric reporting. Collaborated with Venue leadership on solving complex issues. Conducted company-wide new employee onboarding, payroll, benefits, and documentation.

* Partnered with Harri.com for the implementation of the new ATS.
* Implemented diversity training for the company.
* Recruitment and retention for venues.

**Lighthouse eDiscovery – New York, NY 2017 – 2021**

**Senior People and Culture (PAC) Specialist (HRIS Analyst/Project Manager)**

**SNAPSHOT:** Reported to Director of Total Rewards. Managed HR administration for 500+ employees in 4 locations. Managed leave documentation process, return to work, and accommodation programs in compliance with state and federal laws. Provided case management for all workplace accommodation requests. Supported operations through data-driven analysis and people metric reporting. Collaborated with New York leadership on solving complex issues. Conducted company-wide new employee onboarding, payroll, benefits, and documentation. Managed daily operation of NYC office: expense budgets, expense reports for leadership team, facility maintenance, housekeeping, building and systems access, space coordination, end-to-end setup for new full-time employees (FTEs), and HR compliance. Corporate events planner.

**Promotions: Office Manager ➜ People and Culture (PAC) Specialist** **➜ Sr. PAC Specialist ➜ HRIS Analyst/Project Manager**

**Operations Improvements**

* COVID-19 ops: Swiftly converted employees to full remote work through equipment logistics, home office ADA accommodations, video conference standards, and ongoing updates and information.
* Lowered cost of supplies, office setups, and equipment through solid vendor relations and price negotiation.
* Strengthened workflow efficiency by managing all office space planning and collaborated with engineering and IT to optimize each workspace's comfort and productivity as project manager for NYC office relocation.
* Achieved data compliance by leading data conversion and transition to LeadLogic.
* Managed expenses, petty cash, vendor invoices, office credit card, and expense reports for regional directors.
* Sharply reduced payroll issues by ensuring ADP payroll data were accurate and payroll corrections processed.

**Human Resources Achievements**

* Boosted employee satisfaction through detailed administration of benefits, FMLA, ADA, workman's compensation, time off policy, and HRIS entry of new hire onboarding data for on-time delivery of benefits. Updated HRIS files.
* Took on event board chair role for BEAM (Bridging eDiscovery and Minorities) diversity and inclusion initiative.
* Elevated executive meeting collaboration through fluid calendar management for NYC executive team.
* Improved new employee onboarding experience with end-to-end setup of technology and workstations.
* Liaison and employee champion ensuring NYC office was represented and heard in Seattle headquarters.
* Nurtured one-team culture by coordinating events both within New York and across multiple offices, including company meetings, morale events, and training, resulting in everyone being on same page.
* Improved quality of new hires by participating in resume review and interviewing.

**Tangoe (Previously Vodafone and Quickcomm) – New York, NY 2011 – 2016**

**OFFICE MANAGER**

**SNAPSHOT:** Provided high-level office support including coordination between executive management, department heads, and staff. Reviewed and processed expense reports, managed office inventory, oversaw conference room schedules, and maintained office security. Served as liaison between building management, vendors, and clients. Analyzed and resolved variety of complex issues. Mentored and trained staff, including employee setup and new hire orientation. Handled confidential information including HR files and employee benefits. Coordinated travel arrangements including itineraries and transportation.

* Reduced SLA penalty risk by determining root causes of complex reporting issues via detailed client research.
* Saved company $84K annually by researching and leading closure of corporate apartment.
* Played key role in coordinating transition to Vodafone in 2014 and Tangoe in 2016, including relocating office, hiring and training new staff, and developing new relationships.
* Served as project coordinator on projects throughout company, ensuring on-time completion of all initiatives.
* Recognized with Star Award for leading seamless office relocation that finished on time and on budget.

**Advanced Financial Applications, Inc. – New York, NY 2008 – 2011**

**OFFICE MANAGER | ACCOUNTING ASSISTANT**

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**SNAPSHOT:** Managed payroll, accounts receivable, accounts payable, wire transfers, collections, and bank reconciliations. Maintained daily profit and loss reports, daily net capital calculation, and invoicing. Completed new employee training, including new staff orientation and benefit coordination. Partnered with shareholders, vendors, managers, and staff members to ensure quick resolution of complex issues. Completed travel arrangements for staff and management. Performed monthly transit check distribution and handled COBRA notifications and employee attendance records.

* Partnered with CFO in organizing logistics of relocation to new executive office suite for team of 15.
* Played key role in shutdown of company, including relocating equipment to storage facility and reviewing and selecting documents for retention.

**Bay Ridge Nissan – Brooklyn, NY 2006 – 2007**

**COMMISSION SPECIALIST**

**SNAPSHOT:** Selected to liaise with banks on deals and assist payroll with vehicle commissions, including reconciling schedules, verifying journal entries, and troubleshooting loans. Communicated with staff, managers, customers, and banks. Analyzed business needs and created effective solutions.

* Improved operations efficiency by verifying accuracy of bank documents and ensuring on-time receipt of payments.

Ajilon Finance (Formerly Accountants on Call) – New York, NY 2001 to 2006

**OFFICE MANAGER**

**SNAPSHOT:** Provided support and management by answering calls, greeting clients, completing data entry, and overseeing accounts payable. Coordinated between temporary associates, assisted new applicants, and set up new staff members. Processed temporary associates' payroll and distributed paychecks. Maintained inventory, including ordering office and kitchen supplies.

* Boosted employee satisfaction by resolving critical payroll issues and streamlining processes.
* Reduced unemployment claims by representing company during court proceedings.

**EDUCATION**

**Credits Toward Bachelor of Science** – State University of New York at Buffalo, Buffalo, NY