Lucianne Vazquez

Summary:
Professional with 13 years of experience in human resources, data management, and project management among other.

Work Experience:
October 2020- Present
HR Generalist (Temporary)
- Accepted a contract position with the duration of 6 months to help a quick growing company of 500 employee with their HR needs and support the Human Resources Department on the Day-to-Day functions.
- Use APS as an HRIS tool to create and edit reports, audits, and process general employee updates among other.
- Address employee inquiries such as time and attendance and benefits questions and employment verification inquiries.
- Act as a strategic business partner to help departments address employee or labor relations concerns, meet federal, state and local labor law compliance, and participate in company sponsored activities to maintain a high morale, productivity and enthusiasm.
- Analyze data to determine trends, areas for improvement, make and/or implement recommendations.
- Attended career fairs and supported the new hire on-boarding process from Paycor to APS Hire/Onboarding.
- Assisted Team Members (managers and supervisors) with general guidance.
- Participated process improvement initiatives and projects as assigned.

November 2019- April 2020
HR Consultant (Temporary)
- Used Bilingual and Human Resource skills to help employees in the U.S., U.K., and Puerto Rico among other.
- Utilized phone, live chat, e-mail, or web inquiries to create Remedy cases to support employees and managers.
- Addressed concerns about HR programs such as performance evaluations, merit, benefits, services, and policies.
- Worked closely with HR Workforce Analysts, HR Partners, and other HR Service Providers on concerns such as employee relation case intake, merit, 9 box, health benefits, total rewards, long-term incentives. Directed 401K, and pension questions to the Benefits Center.
- Assisted employees with navigation of web tools like self-service, coached colleagues and managers as needed.

March 2019- October 2019
HR Analyst
- Worked with carriers, and account/ vendor's team to implement or maintain employee benefit enrollment platforms. Performed system testing with case scenarios to validate coding and customization. Audited file feeds between benefits administration systems and payroll deductions.
- Worked with Workday inbound and outbound systems interface. Reviewed control/census files, success and error files. Helped increase systems automation. Improved and documented processes and workflows in PolicyTech. Documented and tested requirements and updated the intranet.
- Performed annual, quarterly and monthly reports and data audits; maintained data in Workday; worked on projects like open enrollment and onsite biometric screenings among other.
- Worked with benefits carriers to resolve complex non-routine issues, researched items for correction and issued adjustments; reviewed employer and employee contributions to reconcile with payroll deductions to the deductions reported by the vendor and issue any adjustments.
- Worked with Mercer/MarketLink-Trion, Asset Health, Cigna, WageWorks, and First Advantage to create reports. provided Affordable Care Act (ACA) report to our vendor, First Advantage. Reviewed of HSA and FSA employer and employee contributions. Managed healthcare and insurance benefits, wellness, leaves of absence, returns from leave of absence, 401k, Qualified Medical Child Support Orders received (QMSCOs), background checks, background and drug adjudication, corrective actions, COBRA, invoices, and employee stock ownership programs (ESPP) among other.
- Achievements: created a more robust process document template for process documentation, process improvement tracker, agenda and meeting minutes template for more structured meetings with follow-up and action items, and suggested a more robust dashboard to measure key performance indicators.

June 2018- February 2019
HR Consultant/ Analyst (Temporary)

- As part of the Corporate Benefits Health & Insurance Benefits Analyst team, participated in the annual enrollment process with Alight's account team to maintain employee benefit enrollment platforms. Participated in planning and requirements gathering, systems testing by verify plan and system requirements and testing for various benefit plan systems and websites.
- Worked on reports, reconciliation, and audited wellness, transit and transportation benefits among other; reviewed interface control, success, and errors logs, and worked with third party administrator (Alight) and other benefit carriers to address system functionality, reviewing, approving, and validated rates, benefits eligibility, ensure payroll deductions are accurate and reconcile payroll and benefit deductions, issue any adjustments, compiled or requested reports for big data analysis, and created ad hoc SAP BI reports.
- Created a SharePoint site with task lists. Trained team members. Documented project related actions and processes for reference and/or replication and used the developer tool to program custom workflows for task management and reporting for future dashboards and report tracking.
- Created processes and procedures, including payroll and benefits administration and utilize PeopleSoft for basic employee data maintenance.

June 2017- June 2018
HR Consultant (Temporary)
- Used Bilingual and Human Resource skills to help employees in the U.S., U.K., and Puerto Rico among other.
- Utilized phone, live chat, e-mail, or web inquiries to create Remedy cases to support employees and managers.
- Addressed concerns about HR programs such as performance evaluations, merit, benefits, services, and policies.
- Used Workday to process transactions such as job requisitions, new organizations, and transfers among other.
- Assisted employees with navigation of web tools like self-service, coached colleagues and managers as needed.
- Worked closely with HR Workforce Analysts, HR Partners, and other HR Service Providers on concerns such as employee relation case intake, performance calibration, merit, TMR, performance improvement, compensation, succession planning, 9 box, health benefits, total rewards, long-term incentives, 401K, and pension questions.

September 2014- September 2016
Human Resource Specialist
- Developed and maintained process, procedures, process flows / map, templates, a leave guide, provide and implement ideas for process improvements, recommended new policies, improved communications, and task management.
- Assisted in the administration, communication, and compliance of new company-wide leave programs; participated in vendor meetings for the implementation of a new leave third party administrator to obtain deliverables, business requirements, project plan, time frame and miles stones, and managed implementation initiative, monitored, ensured the data transfer was accurate, addressed any issues, and trained managers and supervisors in a company of approximately 5,000 employees.
- Coordinated with outside vendors on daily leave administration, and operational activities.
- Collaborated daily with managers, supervisors, HR Business Partners, Labor Relations, Human Resource Service Center, and Legal to address issues such as discipline, complicated leave issues, and accommodations.
- Edited Excel macros, created dashboards, and advanced Excel reports with pivot tables, V-Lookup formulas, dropdown selections, and filters.

April 2014-August 2014
Human Resource Specialist III
- Supported about 200 employees by processing new hires, rehires, onboarding, I-9, terminations, transfers, demotions, promotions, organizational changes, pay changes and adjustments, leaves and return from leaves of absence, Short Term Disability, FMLA, vacation time adjustments, and payroll time approvals.
- Processed employment verification, background checks, E-Verify and I-9, drug screens, service awards, education assistance requests, employee and contractor updates, and requested employee's computer access, among other.
- Addressed unemployment claims with the vendor TALX/Equifax.
- Used SAP for Performance Management, Benefits records, approve time and attendance, and developed ad-hoc reports as necessary such as employee data reports to Employee Relations Representatives for investigations.
- Provided recommendations for process improvements, and updated business process procedures.
- Audited and validated data forms, documented and archived transactions.
- Directed HR Intern with tasks, projects, approve timesheet, and provided guidance.

September 2010-October 2013

FMLA/LOA Specialist
June 2013 – October 2013
- Trained and designated assignments to peers to coordinate work efforts and achieve goals.
- Improved productivity matrices to record Service Level Agreements, updated productivity dashboards, reviewed policies, created and updated business process and procedures.
- Reviewed and processed a monthly average of 600 Leaves of Absence, Short Term Disability, Worker's Compensation, Return to Work, and Family Medical Leave forms.
- Used SAP to record and run SAP time and attendance, and other reports; used File Maker Pro for FML.
- Addressed employee's questions or concerns, requested medical benefits updates, directed employees to the ADA Panel for accommodations, and gained additional experience interviewing, and participated in job analysis to develop a job description for new FMLA/LOA Specialist roles among other.
- Partnered with management and Employee Relations in a project to improve communications, morale, computer systems, training of employees, eliminate inconsistencies, and develop a recognition program.

September 2010- June 2013
- Used SAP to process a monthly average of 4,275 requests for employee data update such as terminations, transfers, demotions, promotions, organizational changes, job codes, pay scales, wage increases, leaves and return from leaves of absence, Worker's Compensation, Short Term Disability, FMLA, employee and contractor updates among other.
- Experienced in pre-tax deductions and credits, tuition assistance, vacation time adjustments, Aon Hewitt's Core Benefits Administration System, and posted position requisitions for recruitment, created job description, scheduled candidates for pre-employment testing, interviewed, coordinated, and facilitated meetings.
- Benchmarked processes with other companies and provided proposals to decrease inefficiencies.

March 2009 – September 2010
Bilingual Customer Service Representative (Temporary)
- Utilized SAP/CRM to enter and edit orders, provide purchase updates, prices, discounts, item availability and manage a products' delivery dates for national and international customers in Latin America and Canada.
- Placed and edited an average of 1,000 orders and quotes per month creating revenue averaging at $300,000.
- Interviewed candidates for Bilingual Customer Service Representative Positions, and evaluated candidate fit.
- Introduced new employees to the job duties by demonstrating and explaining duties during on-the-job training.
- Utilized PeopleSoft as an Employee Self Service tool.

July 2007- February 2009
HR Assistant (Temporary)   October 2008 - February 2009
HR Graduate Admin Intern   July 2007 – October 2008
- Used SAP to process employee data for new hires, I-9, transfers, promotions, demotions, terminations, position title changes, job codes, delimited vacant positions and organizational units, created new positions, salary adjustments such as general wage increases, and entered general employee data updates, leaves and return from leaves of absence, employee and contractor updates, and ran reports and audits among other administrative duties. Verified and composed Affirmative Action, Vets-100 and EEO reports under supervision.
- Converted over 5,000 paper files into electronic files.
- Participated in Career Fairs, administered New Employee Orientation, and EEI pre-employment exams.
- Worked with WinShuttle to execute reports and audits for analysis.

Education:
Goldey-Beacom College, Wilmington, DE   2006 - 2009
Master Degree in Marketing Management   GPA 3.46
Master Degree in Business Administration   GPA 3.42
Bachelor Degree in Business Administration: Human Resource Management   GPA 3.58

Certificates:
University of Pennsylvania LPS, Philadelphia, PA
Coding Boot Camp   July 2020 - February 2021

University of Delaware, Wilmington, DE
Business Analysis Certificate   February 2017- May 2017
Project Management Certificate   September 2014 – December 2014

Wilmington University, New Castle, DE   August 2015 - October 2016
Legal Studies Certificate

<u>Skills:</u>

Languages - Fluent Spanish, Basic Italian

Computer Skills - Microsoft Office Suite: Outlook, Excel, Word, Power Point, Access, Publisher, Visio, and Project.
    SAP, SAP BI, Workday, CRM, EIC, Enwisen, SharePoint, SharePoint Developer, OrgPlus, Lotus Notes, File Maker
    Pro and Acrobat Pro, People Soft.
    Familiar with TempHelp, ADP, MS InfoPath, Lexis Nexis, JATTS, and PeopleFluent as a RMS.

Programming languages- Beginner Full Stack Web Developer learning SQL, No SQL, HTML, CSS, Git Bash, Git Hub, Git Lab, jQuery, bootstrap, moments.js, express.js, node.js, API and third-party servers. AJAX, JSON, Google Lighthouse.