

## HR COORDINATOR

### Summary

From my first job as a retail salesperson, I had a passion for leadership and the development of others. As a Human Resources professional I have had the privilege of working with new staff members to help them be successful in the organization. My Human Resources experience is comprised of Generalist responsibilities where I have been able to contribute to the betterment of the organization and play a key role in increasing retention for my employer.

### Highlights

- HR policies and procedures expertise
- Employee handbook development
- Staff training and development
- New employee on-boarding
- Off-boarding
- Employment law knowledge
- Payroll expertise
- Benefits administrator
- Organized
- Maintains confidentiality
- Microsoft Office Suite

### Accomplishments

Revamped the orientation process for all new hires, which was implemented company-wide. Earned special recognition for designing and completing a two-year restructuring project of 20+ years of volunteer records. Received employee of the year for outstanding and dedicated service. Appointed to the Business Processes team - a select group who analyzes and restructures business process for the organization.

### Experience

Company Name City , State HR COORDINATOR 12/2011 to Current

Girl Scouts of Gulfcoast Florida is the premier leadership development organization for girls. I was brought on board to implement new technology to manage volunteer information, to progress the on-boarding program for newly hired employees and to engage in all aspects of Human Resources.

- I was able to improve how the organization manages its volunteer information and approvals by learning, implementing, and training others on a new computer program. I have successfully overseen the volunteer approval process which includes background screening. 1000+ new volunteers and 1000+ existing volunteers are re-screened each year to ensure a safe environment for girls. This experience has provided me with a thorough understanding of background screening laws, required notification, and maintenance of records.
- Design new employee packages and send them via mail and e-mail.
- Resolve personnel issues regarding human resources matters needing clarification, submissions and corrections.
- Post and audit job postings for old, pending, on-hold and draft positions.
- Draft department-specific employee announcements.
- Explain human resources policies and procedures to all employees.
- Manage communication regarding employee orientation and open enrollment for benefits.
- Offer consistent payroll disbursement with accurate record keeping of employee PTO and vacation accruals.
- Process all salary changes stemming from merit increases, promotions, bonuses and pay adjustments.
- Address inquiries from employees and management regarding new-hire activity and ongoing employee relation issues.
- Work with senior-level management to create fair and consistent HR policies and procedures.
- Guide clients on how to conduct background checks and verify references.
- Successfully advanced the on-boarding process by creating a positive, comprehensive new hire experience; conduct all new hire training; oversee completion of required paperwork and documentation.
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- Manage employee benefits enrollment and termination; comprehensive knowledge of benefit details.
- Key contributor to the revision of corporate background screening policy, practices, and legal adherence.

Company Name City , State HUMAN RESOURCES/OFFICE MANAGER 06/2003 to 04/2011

- Conducted benefits administration for benefit-eligible employees.
- Worked with senior-level management to create fair and consistent HR policies and procedures.
- Developed an employee handbook, including content and layout.
- Guided the development and management of HR operations and processes for the organization.
- Created and managed confidential personnel records.
- Managed personnel files according to policy and federal and state law and regulations.
- Generated employee tracking reports each month.
- Offered consistent payroll disbursement with accurate record keeping of employee PTO and vacation accruals.
- Managed communication regarding employee orientation and open enrollment for benefits.
- Resolved personnel issues regarding human resources matters needing clarification, submissions and corrections.
- Planned and led training programs on staff development.
- Provided support for CEO and sales team in managing operation work flow.
- Handled and processed confidential client information.

#### Education

Master of Arts : Organizational Leadership 2011 Regent University , City , State

Minor in