

HR GENERALIST

Professional Summary

Dependable and responsible Human Resources Generalist with over fourteen years experience in a fast-paced environment. Solid team player with great positive attitude and exceptional people skills. Experience in many areas of HR including benefits, compensation, employee relations, recruiting, payroll and processing of new hires and terminations. Strong customer service and detail oriented.

Core Qualifications

- Conflict resolution & creative problem solver Able to adapt and implement change
- Excellent communication skills Quick learner
- Strong Word, Excel, PowerPoint Training and development
- Accomplishments ADP, Benefits, coaching, excellent communication, conflict resolution, consultation, customer satisfaction, employee
- relations, interpretation of policies, leadership, Excel, PowerPoint, Word, Payroll, People Soft, performance reviews,
- performance management, personnel files, implementing policies & procedures, recruiting

Experience

02/2013 to 06/2015

Hr Generalist Company Name - City , State

- Process Improvement Implemented new Bio-metric clock and attendance policy for hourly employees Advised managers and implemented a discipline action policy Created and monitored new vacation calendar Coordinated employee engagement activities to create positive environment Protective Services Applied safety procedures and policies as outlined in Department Safety Manual Provided HR related support and advice to management and staff on a range of HR functions including talent acquisition and retention, employee relations, performance and compensation planning, learning & development, and effective leadership practices Managed employee relations investigations resulting from complaints and recommending resolutions Implemented and enforced human resources policies and procedures and ensure managers are consistent applying all policies and procedures Managed the merit increases and performance reviews and made recommendations Assisted benefits management including open enrollment training, conduct new hire orientations and assist employees with resolving issues Managed the Reduction in Force process including outplacement Managed recruiting process including prepare offer letters and all pre-employment background and drug tests Using ADP processed weekly payroll, review all time cards for accuracy and ran reports Worked closely the Payroll & Benefits teams to resolve and escalate any associate issues Processed all employee actions: new hires, terminations, status changes, title & salary changes using People Soft Managed & processed leaves of absence including FMLA, Worker's Compensation according to policy and federal/state regulations Managed Temporary Associates working with staff agencies to ensure proper staffing needs Maintained employees personnel files including I9 forms Explained human resources policies and procedures to all employees Conducted exit interviews for all employees Worked closely with managers to facilitate year-end talent reviews and performance reviews Coordinated Employee Assistance Programs seminars and events Assessed employee performance and issued disciplinary notices Ran queries and reports through the ADP and People soft system FX and Latin America Trading.

01/2008 to 06/2011

Company Name - City , State

- Provide consultation, guidance, and coaching to managers in areas such as employee relations and conflict resolution Manage visa and relocation process for employees Assist in the managing the Voice of the Employee Survey Assist in managing the talent planning and performance reviews Assist delivering and documenting performance management process Partner closely with compensation, benefits, legal and compliance to resolve any issues Ensured consistent interpretation and application of employment policy and practices Responsible for handling employees inquiries, accurately providing information to ensure

resolution of any complaints and customer satisfaction Answered managers and employees inquiries by providing knowledge of benefits and policies Processed all new hires, transfers, leave of absences and terminations Managed leave of absence to include Short Term Disabilities and Family Medical Leaves Identified and resolved employee payroll and benefit issues Managed the on-boarding process of new hires including employee files and I9 verifications Worked with managers and recruiters to fill open positions Produced monthly headcount report, processed year-end bonuses and salary actions Worked with legal to process visas for all relocating employees and their family Ensured superior employee experience by addressing employees concerns, demonstrating empathy and resolving problems on the spot Assisted employees in person and via telephone.

04/2000 to 01/2008

HR REPRESENTATIVE Company Name - City , State

- Answered employees questions regarding benefits and HR Policies.
- Investigated and resolved employees inquiries and complaints in a timely manner.
- Processed all new hires, transfers, Leave of Absences and terminations.
- Produced monthly headcount report and processed all merit increases and bonuses.

01/1997 to 01/2000

HUMAN RESOURCES ASSISTANT/PAYROLL COORDINATOR Company Name - City , State

- Provided general administrative support to HR Director, Generalist and Staffing team of five.
- Delivered new hire orientation of benefits and payroll procedures for all new hires.
- Processed all payroll functions such as new hires, terminations, Leave of Absences.

Education

2003

Associate of Arts : Sociology Business Management HUNTER COLLEGE - City , State Sociology Business Management

BOROUGH OF MANHATTAN COMMUNITY COLLEGE - City , State

Languages

Able to read, speak and write Spanish

Skills

administrative support, ADP, Benefits, coaching, Excellent communication, conflict resolution, conflict resolution, consultation, creative problem solver, customer satisfaction, employee relations, employee relations, forms, human resources, HR, interpretation, Latin, leadership, legal, legal and compliance, letters, Director, managing, Excel, PowerPoint, Word, Payroll, People Soft, PeopleSoft, performance reviews, performance management, personnel, Policies, Process Improvement, Quick learner, read, recruiting, Safety, seminars, Spanish, Staffing, telephone, year-end