

## HR PROFESSIONAL Summary

Dependable Self-motivated and assertive Human Resources Professional with innovative solutions and personal accountability who incorporates quality decision making to facilitate success and who promotes a team-oriented and open-door environment that is conducive to a successful staff.

### Skills

- Staff Recruitment & Retention
- Employee Relations, retirement
- Payroll, health and welfare
- HR Program/Project Management
- Orientation & on-boarding
- Training & Development
- Performance Management
- Leave of absence and ethics
- HR Policies & Procedures
- Organizational Development

### Core Competencies

- Extensive people's skill and outstanding communicating skills to drive effectiveness.
- Concrete skill trained in HR in the capacity of HR assistant for 3 years and more than 12 years hands-on experience in customer and financial services.
- Experience in the administration of benefits and compensation programs and other Human Resources programs.
- Quickly learn procedures and methods, with exceptional organizational skills.
- Evidence of the practice of a high level of confidentiality and trustworthiness.
- Proven experienced team player bringing enthusiasm and energy into group efforts.

### Experience

HR Professional 04/2013 to 06/2014 Company Name City , State

Respond to and resolve issues or questions raised by employees or leaders regarding benefits, payroll, HR policies/procedures, general transactions or other HR-related activities. Utilizes in-bound phone queue, e-mail, and face to face to receive inquiries as well as provide resolution. Provide accurate information and counsel to employees and/or people leaders on their questions and issues, escalating when appropriate.

- Act as the first point of contact for employee/manager questions - Confirmation of employments with various external agencies and liaise with third party callers.
- Trainer for new employees and new procedures.
- Handles highly sensitive and confidential information on a daily basis, and acts as a liaison between customer and 2nd level support.
- Assist employees with all matters regarding leaves, including short-term disability and long term disability, and assist employees with questions and concerns regarding, work environment, problems with management, leave of absence, resignations etc.
- Thoroughly document and record all inquiries and resolutions within the information tracking database to ensure the recording of complete information for future reference and archival purposes.
- Document escalation issues including party to whom matter was escalated.
- Begin applying troubleshooting techniques to issues that are more complex in nature; determine when escalation to a team leader or specialist is appropriate to the situation.
- Process HR and/or payroll transactions in the HR Management System (HRMS)
- Validate accuracy of all transactions, particularly those affecting employee levels, pay or benefits.

- Receive and make telephone calls to respond to, and resolve customer inquiries and concerns.

HR Assistant 07/2011 to 05/2013 Company Name City , State

Liyanage & Co, Trained under and worked with senior management to create HR policies and procedures; recruit employees; create group benefits databases; and develop orientation, training and incentive programs. Manage leave-of-absence programs and personnel records; administer benefits enrollment and programs; administer HR budget; and handle HR assistant workplace issues.

- Employee recruiting strategy
- Developed and enforced company policy and procedures
- Developed company personnel policies
- Facilitated the criminal background check
- Managed the employee rewards programs, Surveys and research.
- Updated key human resource metrics, including turnover and terminations, using reporting tools on the HRMS database

Client/Advisor Professional 11/2011 to 07/2012 Company Name City , State

Ameriprise Financial, Minneapolis MN. A leading company in financial planning

- Assist advisor and clients in processing and maintain financial products and services offerings.
- Provide guidance and assistance on updating consumer lending products and other financial products.
- Interacting with intra-company teams and providing assistance in completing customer cases and product offerings.
- Guide advisors and clients through estate settlement, ownership changes, marital status changes and beneficiary changes.

Personal Banker 09/2008 to 09/2011 Company Name City , State

Wells Fargo Bank, Minneapolis MN, A foremost organization in banking and financial field.

- Customer assistance for personal/business/consumer lending products
- Working with Wells Fargo partners in private banking, insurance, mortgage, investment and retirement to increase solutions and profits.
- Coaching and working with tellers and customer representatives in maximizing service and sales solutions.
- Helping to bring branch customer satisfaction scores up and striving to meet optimum customer satisfaction resulting in successful survey outcomes for branch.
- Working as a loan officer, originator, opening and maintaining consumer loans

## Education

Master of Art : Human Resources Management May 2012 Concordia University City , State

Bachelor of Arts : Art-(HR & Communication ) April 2007 University of Colombo City , Sri Lanka