

## HR EMPLOYEE RELATIONS SPECIALIST

### Summary

Dedicated and self-motivated professional with experience in providing outstanding support to business partners. Skillful in tracking details, office management, and following-up with internal and external partners to ensure on-time completion of projects. Possesses easily transferable skills such as organization, working with teams, timekeeping/payroll and business writing.

### Highlights

ADP Payroll System

Microsoft Office Suite (Word, Excel, Outlook, Publisher and PowerPoint)

### Accomplishments

- As a Programs Director, created a fundraiser for the United Negro College Fund that raised over \$2500.
- Planned networking events for employees
- Held leadership roles within the Order of the Eastern Star where responsible for membership, accounting, and event planning

### Experience

02/2015 to Current

HR Employee Relations Specialist Company Name - City , State

- Conducted Investigations and resolutions of workplace issues/inquiries from field employees and management.
- Served as a partner for managers and employees by ensuring application of company policies and procedures.
- Created and conducted training for hourly and salaried employees.
- Support performance management process for all employees.
- Partnered with Equifax and Unemployment Cost Control to research and respond to unemployment claims.

02/2014 to 02/2015

Store Operations Associate Company Name - City , State

- Monitored inventory control, processed physical counts of all merchandise, organized and secured all inventory (including cellular devices and accessories), and responsible for shipping and receiving of inventory.
- Investigated and resolved any inventory discrepancies.
- Merchandising, assist with floor sets, create service desk tickets for defective equipment.
- Processed customer trade-in's and returns (cellular devices and accessories).
- Provided general customer service and process account payments to assist account holders.

01/2001 to 01/2013

Clerical/Staff Associate IV Company Name - City , State

02/1753

- Verified and updated business caption listings in (database) Common Suite System using setup forms received from the Directory Marketing Unit group.
- Review each Directory Listing Report in detail to confirm the accuracy of the data.
- Correct discrepancies between written order requests and database system.
- Interpret, verify, analyze and input listings from advertising orders.
- Input payroll, provided payroll administrative support for employees.
- Execute directory specific reports to prepare the white pages business section for final printing and shipping to external customers.
- Conducted training sessions for all new hires on writing service orders via NetMeeting (web-based) and classroom setting.
- Created learning materials including policy & procedure manuals utilized company wide.

## Education

Bachelor of Science : Network Information & Technology Administration Eastern Michigan University - City , State Network Information & Technology Administration

MBA : Management Davenport University - City , State

Currently enrolled

## Skills

- Critical Thinking
- Conflict Resolution
- Leadership
- Integrity
- Customer Service
- Human Resource Training
- Microsoft Office Suite

## Volunteer Associations

- Order of the Eastern Star - Unity Love Miriam