

HR SPECIALIST

Summary

Dedicated, Driven, and Dynamic with over 20 years of customer service expertise. Motivated to maintain customer satisfaction and contribute to company success with an emphasis in personnel and process management. Solid team player with proven ability to establish rapport with clients.

Skills

- Type 50 wpm and 10-Key by touch
- Microsoft programs Word, Excel, Access, Outlook, PowerPoint
- Personnel management and Telephone inquiries specialist
- Excellent customer service skills with call quality and customer satisfaction as primary focus.
- Inbound and Outbound contact center experience
- Excellent oral and written presentation and seasoned in conflict resolution

Experience

Hr Specialist May 2007 to Oct 2008

Company Name - City , State

- Accenture Peopleline Email Management Team.
- Received inbound emails from clients as initial point of contact to answer questions related to HR policies, practices or to resolve issues.
- Helped the client by answering their inquiry, resolving their issue or routing their email to a caseworker for resolution.
- Recorded and tracked the client issue via the case management tool from initiation to resolution.
- Maintained records of customer interactions and transactions by documenting details of inquiries, complaints, and comments as well as actions taken.

Customer Service Representative Mar 2007 to Feb 2008

Company Name - City , State

- Maintained records of customer interactions and transactions by documenting details of inquiries, complaints, and comments, as well as actions taken.
- Developed and implemented filing and delivery methods for FMLA and Short Term Disability documentation to respective global clientele.
- Facilitated communication for the Absence Management Team to clients and internal departmental teams.
- Organized and maintained payroll and people services database management system.
- Communicated to clients and internal/external departmental teams mitigated risks and resolutions regarding policy, transactions and other queries

Call Centre Shift Supervisor Aug 2003 to Mar 2007

Company Name - City , State Answered and Dispatched calls for Medical and Professional clients in the San Antonio and surrounding areas. Provided call monitoring to ensure staff was adhering to quality call control. Maintained On Call books for various medical staff to ensure that the correct staff was contacted during after hours and weekends.

Education and Training

Certificate of Completion*Business Administration 1997 Texas A&M Extension Services - City , State

Skills

10-Key by touch, Type 50 wpm, filing, Access, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word