

Joseph Iannazzi

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Summary

Detail-oriented professional with 14+ years of experience seeking a Human Resources Assistant role. Proven track record in administrative support, HR compliance, and policy drafting, with expertise in scheduling, document management, and communication. Skilled in Microsoft Office Suite, conflict resolution, and team management, enhancing operational efficiency and ensuring compliance with employment laws.

Work Experience

Enterline Law

Office Manager / HR Coordinator | Tulsa, OK/Remote | Apr 2020 - Sep 2024

- Prepared and verified legal documents, ensuring accuracy and thoroughness for proceedings.
- Coordinated appointments and managed correspondence, optimizing logistical arrangements to improve scheduling efficiency.
- Supported HR activities by managing employee records, coordinating training sessions, and assisting in policy drafting to ensure compliance with legal standards.

FedEx Ground

Operations Manager / HR Coordinator | Broken Arrow, OK | Oct 2019 - Aug 2024

- Implemented a more efficient delivery route, resulting in a 20% reduction in delivery time and enhancing customer satisfaction.
- Trained and mentored new delivery drivers, equipping them with essential skills and knowledge for improved performance.
- Managed recruitment and onboarding processes for new drivers, ensuring a smooth transition and adherence to company policies.
- Collaborated with warehouse staff to streamline loading and unloading processes, improving efficiency and reducing delivery times.
- Conducted performance evaluations and provided constructive feedback to enhance team productivity and morale.

Ruth Shaw

Office Manager / HR Coordinator | Bixby, OK/Remote | May 2020 - Apr 2023

- Mitigated potential safety hazards by implementing preventive measures, minimizing risks for clients.
- Coordinated medical appointments for elderly clients, ensuring timely access to necessary healthcare services and treatments.
- Managed communication tasks, including scheduling, email triage, and claim documentation, improving response times and administrative support efficiency.
- Assisted in HR functions by managing client and caregiver schedules, addressing workplace concerns, and ensuring compliance with healthcare regulations.

Ricalday

Office Manager / HR Coordinator | Tulsa, OK/Remote | Jan 2018 - Nov 2022

- Developed standardized office procedures, reducing administrative errors by 20% and enhancing overall operational efficiency.
- Negotiated contracts with subcontractors, resulting in a 10% reduction in labor costs and ensuring timely completion of construction projects.
- Led the HR team to maintain compliance with employment laws, resulting in zero penalties, and assisted in drafting new office policies.
- Managed financial transactions, including payroll and tax compliance, while training junior staff and utilizing accounting software to automate tasks.

Oklahoma Custom Courier

Operations Manager / HR Assistant | Broken Arrow, OK/Remote | Jan 2016 - Oct 2019

- Coordinated time management strategies to ensure the punctual delivery of freight, enhancing operational efficiency.
- Streamlined delivery routes and reduced fuel expenses through effective route planning and optimization.
- Resolved delivery issues and customer complaints, consistently maintaining a high level of customer satisfaction.
- Supported HR functions by managing employee schedules and addressing workplace concerns.

Enterprise Holdings

Billing Specialist (Promoted From Phone Operator) | Tulsa, OK/Remote | May 2016 - Jan 2018

- Received multiple accolades for outstanding customer service and resolving complex issues, contributing to enhanced customer satisfaction.
- Collaborated with cross-functional teams to streamline billing processes, automate tasks, and reduce processing time, consistently meeting or exceeding monthly billing targets.
- Conducted regular audits to ensure billing accuracy and compliance, while training new operators and supporting operational efficiency through effective email correspondence and scheduling.

Alpine Roofing

Office Manager / HR Coordinator | Tulsa, OK/Remote | Jun 2013 - Dec 2017

- Led a team of administrative staff, improving performance by 15% through effective training and guidance.
- Implemented a new payroll system, reducing processing time by 30% and ensuring compliance with federal and state regulations.

- Developed vendor relationships that decreased office supply costs by 10% and managed financial records, including reconciliation and tax compliance.
- Assisted in HR functions by managing employee records, coordinating training sessions, and supporting recruitment efforts.

Holiday Inn Tulsa City Center

Administrative Assistant | Tulsa, OK | Mar 2015 - May 2016

- Collaborated with multiple departments to enhance guest experiences, improving cross-functional communication and teamwork, and managed check-ins and checkouts with an average guest satisfaction rating of 95% or above.
- Assisted in coordinating and executing events and conferences, ensuring smooth operations and high levels of guest satisfaction by maintaining accurate guest records and providing personalized service.
- Supported HR activities by managing employee schedules and assisting in recruitment and onboarding processes.

Enterprise Rent A Car

Administrative Assistant | Tulsa, OK | Apr 2013 - Mar 2015

- Received multiple commendations for exceptional service, contributing to enhanced customer satisfaction and a 15% reduction in escalations by resolving customer disputes and billing discrepancies.
- Collaborated with the operations team to enhance vehicle maintenance processes, resulting in a 20% decrease in vehicle breakdowns.

National Roofing

Administrative Assistant | Broken Arrow, OK/Remote | May 2010 - May 2012

- Migrated the company's email system to a cloud-based platform, enhancing reliability, accessibility, and cost-effectiveness, while implementing a file retention policy that ensured legal compliance and reduced storage costs.
- Managed travel itineraries and email communications, coordinating schedules and ensuring efficient organization of materials and meetings.
- Assisted in HR functions by managing employee records and supporting recruitment and onboarding processes.

Education

Northeastern State University

Bachelor of Business Administration

Tulsa Community College

Associates Degree, Business Administration

Certifications

A+ | Tulsa Technology Center Riverside Campus

Cisco CCNA | Tulsa Technology Center Riverside Campus

Management Leadership | Saylor Academy

Small Business Management | Saylor Academy

Project Management | Saylor Academy

Best Practices for Remote Work | Alison

Diploma in Project Management | Alison

Diploma in Understanding Medical Terminologies | Alison

Microsoft Office | Tulsa Technology Center Riverside Campus

Skills

Data Entry, Account Management, Communication, Languages: English, Computer Literacy, Conflict Resolution, Time Management, Customer Service, Problem-Solving, Active Listening, Multitasking, Strategic Planning, Project Management, Analytical Thinking, Copywriting, Interpersonal Communication, Leadership, Public Relations, Budgeting, Market Research, Creativity, Analytical Skills, Social Media Management, Content Creation, Organizational Skills, Financial Management, Proficiency in Microsoft Office Suite, Business Correspondence, Leadership and Team Management, Attention to Detail, Staff Supervision, Decision-Making Skills, Google Workspace, Shipping and Receiving, Payroll, Human Resources, Innovation, Scheduling, Technical, Detail Oriented, Microsoft Excel, Written Communication, Teamwork, Team Leadership, Effective Communication, Human Resources Management, Customer Service Skills, Email Management, Travel Management, Organization, Skills: Time Management, Microsoft Office Proficiency, Adaptability, Scheduling and Coordination, Skills: Communication, Communication Skills, Clerical Experience, Tech Savvy, Initiative, Independent Work, Skills: Communication Skills, Employee Onboarding, Confidentiality, Basic HRIS Knowledge, Employee Relations, Recruitment and Talent Acquisition, HRIS, Performance Management, Compliance and Employment Law, Interpersonal Skills, Recruitment Support