

# Joseph Iannazzi

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## Summary

Human Resources Assistant with 10+ years of experience supporting employee relations, payroll, onboarding, compliance, and HRIS operations. Skilled in ADP Workforce Now, Sage HR, BambooHR, Workday, and PeopleSoft. Proven success enhancing operational efficiency, ensuring employment law compliance, and improving employee engagement.

## 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.
- Implemented new office procedures to enhance productivity and reduce errors.
- Facilitated team meetings to improve communication and collaboration.
- Managed payroll processes, ensuring timely and accurate salary disbursements.
- Developed and implemented onboarding programs to facilitate smooth integration of new hires and assisted with benefits administration enrollment.
- Created and maintained SOPs to enhance office productivity and compliance.
- Achieved a 15% increase in office efficiency through process improvements and team collaboration.

### 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, onboarding, and training of 75+ drivers, ensuring 100% compliance with onboarding SOPs and reducing new hire turnover.
- 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.
- Developed strategic plans to improve operational efficiency and customer service.
- Oversaw payroll administration, ensuring compliance with company policies and legal requirements.
- Led onboarding initiatives, providing training and support to new employees and contributing to increased employee engagement.
- Developed strategic SOPs to improve operational efficiency and service delivery.
- Increased customer satisfaction scores by 25% through improved service delivery and operational efficiency.

### 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.
- Enhanced client satisfaction through personalized service and attention to detail.
- Administered payroll functions, maintaining accuracy and confidentiality.
- Coordinated comprehensive onboarding processes to support new staff.
- Established SOPs to improve administrative workflows and client service.
- Reduced client wait times by 30% through improved scheduling and communication processes.
- Led new hire orientation sessions for incoming employees, ensuring consistent communication of company policies and procedures.

### 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.
- Implemented innovative solutions to improve workflow and reduce costs.
- Managed payroll and benefits administration, ensuring compliance with employment laws.
- Spearheaded onboarding efforts, enhancing employee engagement and retention.
- Developed SOPs to streamline office operations and reduce costs.
- Achieved a 25% reduction in operational costs through strategic vendor negotiations and process improvements.

## 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.
- Introduced new training programs to improve driver performance and safety.
- Handled payroll duties, ensuring accuracy and adherence to regulations.
- Facilitated onboarding programs to equip new drivers with necessary skills.
- Implemented SOPs to optimize delivery operations and safety protocols.
- Increased operational efficiency by 20% through strategic route planning and staff training.

## 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.
- Enhanced operational efficiency through strategic planning and process improvements.
- Conducted payroll processing, ensuring timely and accurate payments.
- Led onboarding sessions to integrate new employees into the company culture.
- Developed SOPs to enhance office efficiency and compliance.
- Increased team productivity by 20% through targeted training and development programs.

## 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, Sage HR, ADP Workforce Now, BambooHR, Employee Record Management, Workday, PeopleSoft