

Scarlett Lewis  
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## 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 opendoor 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, an 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  
privet  
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 office, 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