

Implementation Specialist Project Manager Implementation Specialist Project Manager  
Implementation Specialist Project Manager - Emerald Consulting Group Wadsworth, OH  
Results-oriented Human Resources Coordinator with 5 years in all aspects of human resources management. Highly effective communicator who excels at building relationships at all organizational levels Work Experience Implementation Specialist Project Manager Emerald Consulting Group - North Canton, OH June 2019 to Present Implement strategic and complex managed services (i.e, firewall security, Anti-skimming detection, software upgrades, fault notifications) Serve as the single point of contact for all installations, as well as contact for escalation and expedite requests Development of executive briefings and external presentations Working with internal and external departments for coordination of installations Facilitate team meetings, providing meeting minutes and action items where needed Track tasks assigned to the project team and prepare regular status reports Skills Trainer United Cerebral Palsy of Greater Cleveland / Project SEARCH - Cleveland, OH March 2019 to June 2019 Provided individualized support for student interns at the host business worksite rotation which includes, but is not limited to job coaching, building natural supports, identifying job accommodations and assistive technology Created job development support for student interns being placed in competitive employment Effective and frequent communication with the Project SEARCH instructor/coordinator as it relates to the student interns being trained Assisted student interns in the development of resumes and completion of job applications Recognized and acted on the legal responsibilities concerning the safety and welfare of the student interns Attended and participated in professional growth activities such as conferences and in-service meeting Customer Relationship Management Representative Timken Co - N Canton, OH March 2017 to March 2019 Delivered superior customer service and work quality, while demonstrating attention to detail, flexibility, and innovation in resolving problems Consistently and promptly processed all parts orders without errors from Onbase system and e-mail upon customer request Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills Updated and distributed order status reports for assigned distributors and team members using SAP, Excel, as well as Customer portals

Familiar with distribution commercial policies and procedures      Managed a high-volume workload within a deadline-driven environment      Delivered outstanding service, exceeded expectations and built long-term loyalty

**Administrative Support / Customer Service Representative Kelly Services - Akron, OH July 2015 to October 2016**

Developed departmental handbooks that presented criteria on how to navigate various situations in SAP database      Investigate and analyze client complaints to identify and resolve issues      Process orders, shipments and invoices, in accordance with established Repair Station      Trained 10+ associates on receiving material using SAP system

Provide telephone and online support for all customer queries within normal working hours and, provide Aircraft on Ground (AOG) support outside normal working hours      Keep up optimal stock levels to ensure timely availability of products      Plan and organize production schedules      Assess project and resources requirements      Work with suppliers to ensure no delays occur due to shortage of materials      Remain in constant communication with production floor      Meet regularly with production floor supervisors in order to ensure excellent communication      Update client and company on timescales or schedules as necessary

**Senior Quality Professional/Administrative Assistant Philips Medical Systems - Highland Heights, OH June 2014 to February 2015**

Trained 10+ individuals on filing system I created and management implemented      Tracked all incoming and outgoing packages by team member and/or department using Microsoft Access, Excel, and department shared drive      Performed administrative duties such as; Filing, scanning, electronic communications, and tracking for executive management, quality engineers, as well as other team members from multiple departments

**Human Resources Coordinator / Administrative Assistant Aerotek - Twinsburg, OH April 2014 to June 2014**

Facilitated onboarding of new employees by scheduling training, answering questions and processing paperwork      Administered payroll for all salary, full-time, and temporary employees      Governed all documentation regarding new hires, terminations, and employee records

Created and retained employee record files      Guaranteed HR programs were administered in accordance with federal and state regulations      Explained employee compensation, benefits, schedules, working conditions and promotion opportunities      Conducted background checks on candidates by obtaining information from law enforcement officials, previous

employers and references    Addressed and resolved general payroll-related inquiries    Researched all payroll, COBRA, disability and FMLA issues    Human Resource Intern    Global Finance & IT    Goodyear Tire & Rubber - Akron, OH    October 2013 to February 2014    Created process documentation for managers and associates to follow for New Manager Guide, Leave of Absence & Contractors onboarding and exiting    Recorded all personnel transactions such as hires, promotions, transfers, performance reviews, terminations, and employee statistics    Controlled highly confidential information for VP/CIO, director's, manager's, and employee's    Prepared investigation reports    Used databases to create and post jobs and positions for internal as well as external candidates    Peer Internship Advisor    DeVry University - Seven Hills, OH    May 2013 to February 2014    Created DeVry Student Focus group to increase student involvement and solve any issues that students may have    Advertise job postings to find qualified candidates    Collaborated with non-profit organizations to get students placed in the Federal Work Study Program positions    Taught students how to create and use social media sites for professional use, such as; LinkedIn, Facebook, and Twitter    Executed mock interviews, reviewed resumes, and posted employment positions in the school database    Scheduled appointments, interviews, and RSVP request for special events    Administrative Assistant    American Electric Power - Canton, OH    July 2012 to May 2013    Reorganized administrative procedures to drastically shorten the process time    Designed and implemented a new electronic filing system that increased the work flow    Collaborated with accounts payable to maintain bills of lading, purchase orders, and invoices    Education    Bachelor of Business Administration in Human Resource Management    DeVry University Seven Hills - Seven Hills, OH    July 2015    Skills    Sap, Onbase, Coaching, Microsoft office, Problem resolution, Time management, Self-directed, Team building, HR, Human Resources, ADP, benefits, Payroll    Additional Information    Skills    Exceptional computer skills with Microsoft Office Suite, SAP, & OnBase    Team building expertise    Time management    Problem resolution    Multi-Task Management    Strong initiative    Excellent interpersonal and coaching skills    Self-directed

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