

M. Grinnell

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206-852-5885

Management Professional

Creative professional with experience in human resources, customer service, recruiting, payroll, project management, and process improvement. Collaborates with management, business partners, employees, and customers in support of company efficiency. Drives communication between cross-functional teams; delivering outstanding results in fast-paced environments.

• Advising	• Leadership	• Project Planning
• Benefits	• Payroll	• Recruiting
• Collaborating	• Problem Resolution	• Taxation
• Document Review	• Process Improvement	• Training
• Human Resources	• Project Management	• Trouble Shooting

Professional Experience

Charlie's Food Truck, Seattle, WA

2009-present

Co-Owner

- Created, compiled, and maintained food truck's bookkeeping documentation and accurate daily, weekly, and monthly management reports.
- Established and maintained a positive work environment.
- Responsible for calculating payroll for **20+ employees** at multiple business locations.
- Consistently cultivated strong relationships with suppliers, industry businesses, and customers.
- Responsible for proactively interviewing, hiring, training, developing, mentoring, and termination of employees.
- Purchased and managed inventory and while achieving targeted gross profit margin.
- Maintained and complied with relevant Health and Fire Department permitting.

Washington Mutual acquired by JP Morgan Chase, Seattle, WA 2006-2009

HR Generalist (2008-2009)

- Worked closely with recruiters to correct employee reports and records in PeopleSoft, which resulted in decreased correction volume to the Employee Service Center.
- Advised recruiting team on solving PeopleSoft/Taleo interface errors, which improved process efficiency by **15%**.
- Collaborated with inter-company recruiting staff during acquisition transition. Corrected new hire start dates, submitted termination requests, referred colleagues to appropriate information sources and consulted on interfaces between Taleo and PeopleSoft. These efforts fostered increased efficiency, performance, and involvement.
- Handled corrections to employee records resulting in a consistent **98%** customer satisfaction rate.
- Solved requisition errors in PeopleSoft and Taleo databases; devised strategies to enhance database productivity.
- Increased customer satisfaction from **80%** to **95%** based on survey results and realized **100%** on-time delivery of recruiting projects.
- Commended by recruiting staff for strong communication, customer service, and organizational skills.

Personal Financial Representative (2006-2008)

- Trained and mentored diverse branch staff on banking regulations, procedure, audit standards, and sales targets.
- Led weekly meetings to communicate and discuss business performance with staff facilitating team building and on-going improvement.
- Established and maintained accurate home loans for customers increasing the branch's profitability by **\$10 million**.
- Solved customer bank account and home loan inquiries; resolving them through multiple channel research, which resulted in **10%** increase in customer satisfaction.

- Cultivated consumer and business relationships, which led to **\$10 million** in new loan origination and **\$50 million** in new deposits.
- Ensured that consumer and business loan documentation complied with federal and internal audit guidelines. Consistently achieved **100%** federal regulation satisfaction and **100%** internal audit standards.

Nordstrom, Seattle, WA

2005-2006

Sales Associate

- Successfully launched new products, which increased department profitability by **10%**.
- Creatively networked with clients to generate repeat and referral business, which led to **\$50,000** in sales.
- Consistently exceeded department sales goals and maintained **38%** of total department sales.
- Ensured customer orders were fulfilled and maintained a **95%** accurate delivery rate.

Education

University of Washington, Seattle, WA

Bachelor of Fine Arts

Volunteer Experience

Swedish Medical Center's Orthopedic Unit, Seattle, WA

- Answered telephone and patient call lights, appropriately directing communication.
- Advised nursing staff of patient needs or outside directives regarding patients.
- Arranged pick-up and delivery of patient medication(s) and supplies.
- Assisted with post-surgery release of patients.

Professional Memberships

University of Washington Alumni Association

Skills: PeopleSoft, Oracle, Remedy, Taleo, Access, Excel, Visual Banker, Microsoft Office.

