**Professional Experience:**

**HR Recruiting Coordinator**

**Swedish Medical Group** in Seattle, WA (Contract position through Parker Staffing) | **July 2012 – Present**

• Source candidates using PeopleSoft Recruiting; screen 70-100 resumes per application

• Assist multiple recruiters with 70+ open positions; includes conducting phone and in-person interviews

• Process reference and criminal background check verification using WSP and Alliance  
• Work closely with recruiters, clinic administrators, and hiring managers prior to extending offers  
• Travel to clinics and provide recruiting assistance, in-person interviews, and post-interview discussion

• Update Applicant Tracking System to accurately reflect recruitment activity and recruiting reports  
• Post positions internally and externally using PeopleSoft and SmartPost

• Track recruitment and background check expenses and prepare for recruiting supervisor  
• Organize recruiting events, including career fairs and group interviews  
• Organize and coordinate bi-monthly New Employee Orientation

**Human Resources Specialist**

**T-Mobile** in Bellevue, WA | **April 2011 – June 2011 Contractor, June 2011– July 2012 as FTE**

• Research, resolve, and respond to HR related questions received via phone and e-mail

• Respond to front-line questions related to FMLA, benefits, payroll, employee relations, and worker’s comp  
• Monitor Remedy tickets and email until resolution is reached and communicated to customer  
• Train director level management how to use Manager Self Service to submit changes for their direct reports

• Implement process improvement to drive lower call volumes and increase turnaround times

• Process Verifications of Employment for third party verifiers via fax and e-mail

• Respond to customers using current policies, standards, processes, and escalation path

• Acquire and maintain current knowledge of relevant HR programs and processes  
• Provide accurate and timely responses to ensure service level agreements are met

**Employee Services (Human Resources) Assistant**

**Amazon.com** in Seattle, WA | **June 2008 - May 2009**

• Supported Amazon’s shipping and receiving (Distribution Center) employees

• Responded to FMLA, benefits, payroll, employee relations, and worker’s comp questions

• Researched, resolved, and responded to HR related questions received via phone and e-mail

• Maintained 24 hour service level agreement for questions requiring research and follow up

• Onboarded and offboarded all contractors and vendors for multiple distribution centers

• Drafted job descriptions, offer letters, transfer/promotion letters, and termination documents

• Managed daily updates including hires, terminations, and internal transfers using PeopleSoft

• Audited payroll reports to ensure timely and efficient processing of employee’s time-clock punches

• Provided direct support to 1,000+ permanent and temporary associates and 3 HR groups

• Coordinated I-9 project to ensure quality regulation of all incoming and existing I-9s

• Supported HR Manager with administrative duties, contractor reports, and SOX compliance audits

**Partner Resources (Human Resources) Representative**

**Starbucks Corporate Headquarters** in Seattle, WA | **May 2007 - June 2008**

• Answered up to 90 calls per day from retail and corporate Starbucks Employees

• Responded to front-line questions regarding tax, payroll, paychecks, and Starbucks policies

• Created cases using a SharePoint site; routed cases to appropriate department based on SLA

• Audited incoming I-9s from Starbucks stores to ensure proper regulation and documentation

• Maintained I-9 files by date, store number, and terminated or active employee status

• Multi-tasked between audits and checking phone queue for proper labor coverage

• Received Coffee Master Certification; lead coffee tastings at meetings

**Shift Supervisor   
Starbucks Coffee Company** in Tukwila, WA | **August 2004 - May 2007**

• Supervised a team of up to 10 baristas and managers in a fast-paced retail environment

• Deployed employees to various tasks as needed based on business flow and customer demand

• Managed cash flow safely and efficiently while running the store to corporate standards

• Effectively trained new Baristas and Supervisors on task management and customer service

• Delegated tasks and evenly distributed duties among Baristas based on priority and business flow

**Accomplishments & Qualifications:**

• 9 years of direct customer service skills with major Seattle-based corporations and retail establishments

• 10 years of experience with Microsoft Office Suite including Outlook, Excel, and Word

• 5 years of Human Resources experience, including expertise in PeopleSoft and SAP

• Strong commitment to producing a positive outcome for the company and customer alike

• Diverse skill set obtained from experience working in both retail and corporate environments

• 2 years post-secondary college credits, including Advanced Word, Excel, and Business Communications courses

• Awards: Human Resources All Star Awards (2) for “Count On Me Champion” & “Above and Beyond Customer Service”

**References:**

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Human Resources Specialist

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