

Bulk Print Summary

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DENISE WEINBERG-BECK

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ACHIEVING A SUPERIOR WORKFORCE

*Delivering logical and innovative HR solutions that motivate high performance,
promote continuous improvement, ensure fairness and lawful compliance,
emphasize safety and attain all-embracing quality.*

HUMAN RESOURCES LEADER

Forward-thinking HR professional with quantifiable results in developing, implementing, and administering a full spectrum of human resources functions. Able to develop and maintain successful working relationships with all levels of leadership to influence and provide effective HR processes, advice, and support. Demonstrated ability in solving problems, collaboration, conflict resolution, communicating well, and building strong teams. Areas of expertise, with hands-on experience, include:

Employee Relations | Conflict Resolution

Regulatory Compliance | Performance Management

Recruiting, Development & Retention | Program Development

Compensation & Benefits | Union Avoidance | Union Negotiation & Mediation

Budget Administration & Reporting | Corporate Safety & Security

Metrics and Key Performance Indicators Measurement & Analysis

CAREER PERFORMANCE

Employee Relations, Mediation, and Arbitration Contractor – organizations nationwide, Palm Bay, FL (2020 to present) Provide conflict resolution consulting services through People Relations, LLC. Mediate small claims cases in county courts of the Ninth, Eighteenth, and Nineteenth Judicial Circuit Courts of Florida. Serve as arbitrator on arbitration panels within the Ninth Judicial Circuit of Florida. Act as single arbitrator for disputes of new vehicle warranty claims for the Better Business Bureau. Investigate formal EEO complaints for Employment Investigation Group. Acted as employee relations consultant for Elevance Health via BCforward. Acted as talent advisor for Mach Technology via Kelly OCG. Acted as employee relations consultant for Weld North Education via Mogel RPO, LLC.

Human Resources Business Partner – Health First, Inc., Rockledge, FL (2018 to 2020)

Managed employee relations issues for the Health First medical groups. Conducted objective and thorough investigations of violations of workplace rules, job-related misconduct and complaints of harassment, discrimination, safety, and ethical wrongdoing. Performed departmental cultural assessments to evaluate the values, beliefs, and behaviors of employees. Collaborated with departmental leadership to address employee turnover issues. Assisted departmental leadership with the termination processes. Ensured that compliance regulations were being followed. Participated in the development of HR policies and procedures.

- Led the Associate Relations team in exceeding the Quality/No Harm SMART goal of reducing from 8% to 4% the number of documents -- which support the reasons for involuntary terminations – missing from personnel files. The number of missing documents was reduced to 3%, resulting in savings of approximately \$300,000 paid out in unemployment claims.
- Created an in-depth power point WebEx presentation for leadership, to enhance the understanding of the unemployment process.
- Received recognition company-wide for exceptional performance in developing, along with a team member, a new return-to-work accommodation process for employees on non-workers' compensation leaves of absence.
- Received recognition company-wide for exceptional performance for developing, as a member of the Associate Relations team, a new process to ensure that performance reviews are submitted within 90 days to meet The Joint Commission standard for human resources management.

Director of Human Resources -- CMRE Financial Services, Inc., Brea, CA (2014 to 2018)

Managed the Human Resources Department for a healthcare accounts receivables/cash management organization. Transformed the HR Department from functioning in a merely administrative capacity to assuming the role of a strategic business partner with all levels of management throughout the organization. Conducted an extensive analysis of the HR Department and developed strategies to update, realign, and reorganize policies and procedures, programs, and day-to-day operations.

- Improved communications with employees about their responsibility to continue making their required financial contributions for their benefits while on leaves of absence, along with having the company to no longer cover the cost of employees' missed contributions, which reduced the company's excess costs by 100%.
- Restructured the time and attendance policy grace period rule to motivate employees to clock in on time, increasing productivity by 30%.
- Sustained a 100%-win rate for unemployment claims cases.
- Updated the ADP system to include ADP Workforce Now software, which streamlined the management of recruitment, employee turnover, employee retention, benefits, workers' compensation, leaves of absence, 1094-C and 1095-C Affordable Care Act reporting, and HR matters.
- Implemented an intranet platform to securely share electronically company information and computing resources with employees and board of directors. This initiative was designed to improve employee engagement, performance, and compliance. At that time, the intranet was too new to quantitatively measure its effectiveness.
- Developed and implemented a health and safety program that addressed prevention; safety communications; hazard assessment and control; accident investigations; safety rules, planning, and work procedures; safety and health training; and safety and health record keeping. This program was designed to enable and maintain a safe and healthy workplace for employees, according to the CAL/OSHA Act. Zero workplace accidents occurred after the program was implemented.

Director of Human Resources -- Kern Health Systems, Bakersfield, CA (2012-2014)

Oversaw and coordinated the human resources functions for a large managed care organization, developing and implementing strategies and programs. Established and put in place department objectives, goals, strategies, and tactics. Directed talent management effort (included international recruitment), employee relations, administration of compensation and benefits, leave of absence programs, and employee wellness activities. Created and implemented HR policies and procedures. Ensured corporate and government regulatory compliance. Developed and managed annual HR budget. Launched and executed new HR initiatives.

- Sustained 100%-win rate for unemployment claims cases.
- Centralized and updated the absence management program to perfect the interactive process, as well as to provide a most comprehensive and accurate tracking system.
- Reduced employee turnover rate from 6% to 3%, by striving to put the right people in the right jobs, by providing employees with adequate training and tools, by recognizing and rewarding stellar work performance, by offering competitive salaries and benefits comparable to other organizations in the healthcare industry and by promoting a culture that encouraged trust and communication.
- Introduced internship program that demonstrated great promise to find future employees, to test drive talent, to increase productivity, to bring a fresh perspective to the organization, to give back to the community, and to support college students.
- Reduced the number of vacant positions in 2013, through recruitment, by 27%, when compared to year 2012.
- Recruited senior-level management, e.g., chief financial officer and medical director. Filled 100% of all positions.

HR Business Partner, Operations -- Scripps Mercy Hospital/Scripps Healthcare Corp. (partner for two hospital locations), San Diego, CA (2009-2012)

Oversaw staff performance and employee/team relations, including performance assessment, coaching, counseling, progressive discipline, mediation of staff disputes, and grievance procedures, in accordance with state and federal laws, for a major acute care hospital system. Resolved absence management issues, ensuring consistent application of policy and law. Developed and facilitated trainings and presentations, as well as created documents, for new, existing, or changing policies, laws, and programs.

- Ensured that the HR Department adhered to accreditation standards for meeting the requirements of

- the Joint Commission (JCT) 2009 survey, which resulted in zero deficiencies.
- Ensured that HR Department personnel files met the requirements of the California Department of Health Care Services 2011 stroke survey, which resulted in zero deficiencies.
- Ensured compliance with policies and laws applicable to employee relations issues, as well as to corresponding recommendations for corrective action -- as a result, none of the legal settlements and awards exceeded \$14,000.
- Decreased lawsuits from employees by 35%, by showing managers how to successfully resolve employee issues.
- Reduced by 25%, through mediation, the number of Department of Fair Employment and Housing claims that would have gone to court.
- Coordinated the process of contesting unemployment claims, by ensuring that all witnesses were present at hearings and that all supporting documentation was at hand -- resulting in savings that exceeded \$200,000.
- Returned 35% of modified-duty employees, who were on leaves of absence, to regular full-time duty – a jump from 15% to 35% -- resulting in an increase of 133%.

Recruiting Manager -- Mercy Hospitals of Bakersfield, Bakersfield, CA (2008-2009)

Directed the staffing efforts for two hospitals, including the search for full-time, part-time, per diem, and temporary staff, as well as contractual hires, international recruits, and travel nurses.

- Hired approximately 108 nurses in a highly challenging recruitment environment.
- Implemented the Versant RN Residency program, which reduced the turnover rate of new-graduate registered nurses by 25%.
- Instituted alternative recruitment methods -- discontinuing the use of executive search firms to recruit senior-level management and cutting in half the number of travel nurses — reducing overall recruitment costs by 50%.
- Established an exit-interview process to find out the reasons why employees were leaving, which included designing a questionnaire and conducting interviews – exceeding the employee participation goal by 30%.

Human Resources Manager -- St. Vincent Medical Center, Los Angeles, CA (2006-2008)

Managed the functions of employee and labor relations, compensation and incentives, benefits, recruitment (including international) and retention, performance appraisal and merit review, and collection of data and storing it in HRIS.

- Developed a successful collaborative relationship between the hospital and labor union, fostering positive organizational culture change, with resulted in a 35% reduction of formal grievances.
- Resolved a preexisting backlog of 50 labor union grievances, with none going through the arbitration process – saving the hospital approximately \$250,000 in arbitration costs.
- Spearheaded the implementation of new Information technology that interfaced the Infinium HR/Payroll and OptiLink Healthcare Management systems, which reduced clinical administrative work time from hours to minutes per shift.
- Ensured that the HR Department adhered to accreditation standards for meeting the requirements of the Joint Commission (JCT) 2006 survey, which resulted in zero deficiencies.

EDUCATION AND CERTIFICATIONS

M.B.A., Marketing, West Coast University, Los Angeles, CA

B.S., Business Management, Minor, Human Behavior, Pepperdine University, Malibu, CA

Certificate, Mediation, Pepperdine University – School of Law, Strauss Institute, Malibu, CA

Florida Supreme Court mediation certification for county courts of all judicial circuits of the state

Florida Supreme Court arbitration certification for county courts of the ninth judicial circuit of the state

U.S. Equal Employment Opportunity Commission (EEOC) investigator certification

Better Business Bureau (BBB) arbitration certification

Emily Jeror

(315) 286-7783 | ecjeror@gmail.com

Education

State University of New York at Oswego, Oswego, NY

B.A. Psychology with a concentration in Industrial Psychology & Minor in Criminal Justice, May 2020

Relevant Experience

Payroll Manager/HR Generalist — Helio Health, Syracuse, NY

- Managed all payroll changes, including but not limited to, pay increases, promotions, demotions, terminations, and wage garnishments for 1,000+ employees
- Provided direction, support, and constructive feedback to payroll team members, aiding in workload management, task assignment, and priority alignment
- Proactively managed and resolved employee concerns, grievances, and misconduct issues while upholding company and state policies and standards
- Ensured the daily maintenance and updates of payroll and budgeting systems, including UKG, Questica, KChecks, and NYS databases
- Independently managed and processed biweekly payroll for the 1,000+ employees, ensuring accuracy and compliance with regulatory requirements while effectively addressing employee inquiries and concerns related to payroll and employment matters
- Implemented detailed auditing processes and standards for HR department in order to ensure adherence to company/state policies and accurate employee data

Human Resources Coordinator — Broad River Retail DBA Ashley Furniture, Charlotte, NC

- Executed monthly DEIA communications and events that were distributed and held company wide among 1,300+ employees across all departments
- Coordinated all departmental meetings, including but not limited to, scheduling and facilitating monthly all-hands meetings, maintaining skip-level meetings for the VP of HR, and coordinating meeting locations and agendas for all off site meetings
- Held monthly volunteer opportunities and developed fundraisers to support local organizations company wide
- Created, analyzed, and presented results on surveys relating to workforce development, positive company culture, DEIA, and employee retention
- Worked directly for the COO for 30% of job duties which included managing high-level projects, maintaining meetings and calendar, and coordinating projects for his direct reports

Analytical Administrator — ABM, Charlotte, NC

- Managed all HR-related tasks including weekly payroll, providing company policy updates, talent acquisition, overseeing corporate compliance of staff training, and employee relations
 - Sourced vendors and facilitated onboarding, acting as a liaison between the company and the vendors, resulting in 30+ new contracts
 - Built a detailed and updated purchasing system in order to supply 100+ purchase orders monthly and streamline invoice processing to minimize \$100k+ in monthly retro payments
-

Skills

- Highly proficient in Microsoft Office (Teams, Word, Excel, PowerPoint, Outlook, Project, Access)
- Experience in HRIS & Payroll Systems (UKG Pro & Dimensions, Questica, KChecks, QuickBooks, EPay, ServiceNow, and Paycom)
- Payroll and benefits coordination
- Employee relations
- DEIA+
- Excellent communication skills and ability to interact professionally and at all levels within the organization
- Proven ability to work within tight deadlines while maintaining a high attention to detail and strong organizational skills

Emily McFaul, SHRM-SCP (she/her)

Portland, OR | (425) 894-6676 | emmcfaul@gmail.com | linkedin.com/in/emilymcfaul

SR.HUMAN RESOURCES GENERALIST

Passionate, Enthusiastic, Senior HR Manager with 9+ years' progressive HR experience. Trusted thought partner, skilled in translating business vision into targeted HR initiatives based on analytical problem-solving. Demonstrated excellence managing HR operations, projects, and furthering cultures of diversity, equity, and inclusion (DEI). Thrives in dynamic environments, excels in new roles, and navigates challenging situations with resilience.

SIGNATURE HR QUALIFICATIONS

Employee & Labor Relations | HR Operations | Talent Acquisition | Talent Management | Leadership Development | Staff Coaching & Mentoring | DE&I Leadership | Interpersonal Communication | Project Management | HR Process & System Design | HR Systems (UKG, Workday, ServiceNow) | Business Acumen | Federal & State Regulatory Compliance | Total Rewards | Workforce Planning

PROFESSIONAL EXPERIENCE

NIKE, INC. – WHQ, Beaverton, Oregon (Hybrid) | Global Retailer

October 2022 to June 2024

PEOPLE SOLUTIONS COACH - PEOPLE SOLUTIONS SERVICES

April 2023 to June 2024

Strategic HR partner. Managed employee relations concern resolution, serving retail, corporate, & manufacturing teams nationwide.

- **HR Business Partnership:** Advised employees of all levels, providing strategic recommendations aligned to business objectives and Company mission/vision. Drove positive relationships, inclusive culture, & policy and regulatory compliance.
- **Performance Management:** Coached leaders through successful resolution of employee performance and other concerns. Facilitated corrective action procedures, ensured process consistency, and drove organizational high performance.
- **Leadership Development:** Employed strategic business partnership and stakeholder management to coach, mentor, and influence HRBPs, managers, and executives, furthering leadership capabilities to drive high performing teams.
- **Operational Development:** Spearheaded enhancements to HR and ER procedures, orchestrating company-wide process improvements, and led managers through significant process changes. Trained new team members on ER best practices.

TRANSFORMATION DATA SPECIALIST (STRETCH) - ORG. TRANSFORMATION SOLUTIONS

September 2023 to April 2024

Recruited for interim role due to strategic business initiative. Served 15+ departments' reorganizations over 50+ working sessions.

- **Organization Transformation:** Facilitated future state org design and enabled operational change essential to anticipated \$2B cost reduction, impacting ~1.5k employees. Cultivated strong, trusting cross-functional stakeholder relationships.
- **Data Analysis:** Analyzed data across project timelines to ensure process integrity across goals, budgets, and forecasts. Delivered custom reporting and other solutions to stakeholders based on unique business needs.

EMPLOYEE RELATIONS SPECIALIST - EMPLOYEE RELATIONS, CORPORATE & CONVERSE

October 2022 to April 2023

Managed corporate workplace concern cases and assisted with full-scale investigations, including highly sensitive topics.

- **Employee Relations:** Conducted comprehensive interviews, relayed investigatory findings, confirmed policy violations, and facilitated corrective action processes, driving positive, inclusive, equitable culture. Promoted positive employee experience.
- **Compliance & Risk Management:** Ensured compliance with state/federal employment laws and regulations, promoting operational consistency. Partnered with Legal and cross-functional teams to mitigate risk & ensure ER/HR best practices.

IGEL TECHNOLOGY – Portland, Oregon (Remote) | Global Software Company

March 2022 to October 2022

TALENT ACQUISITION PARTNER, NORTH AMERICA (NA)

Executed innovative HR strategies in inaugural role in global tech organization. Continuously spearheaded additional deliverables.

- **Recruitment Management:** Directed strategic NA recruiting operations, launching first procedures to screen, onboard, and retain top talent. Promoted employee engagement and retention, ensuring nationwide/global regulatory compliance.
- **Total Rewards:** Implemented formal job offer process to ensure equitable and consistent offers; conducted market data and internal equity analysis to recommend appropriate and competitive total compensation. Advised on benefit offerings.
- **DEI Leadership:** Championed initiatives to further a culture of inclusivity and belonging, resulting in increased employee satisfaction and retention. Led inclusive hiring procedures and built diverse candidate pipelines. Educated on DEI topics.
- **HR Strategy:** Collaborated with global, cross-functional teams to align HR initiatives with strategic goals, driving org efficiency and effectiveness. Enhanced practices and systems, including supporting BambooHR HRIS implementation.

DAIMLER TRUCK NORTH AMERICA LLC (DTNA) – Portland, Oregon | Global Auto Manufacturer

April 2018 to March 2022

PEOPLE TEAM COMMUNICATIONS & MARKETING SPECIALIST

March 2021 to March 2022

Directed communication & marketing program strategies, furthering strategic HR initiatives. Skilled executive persuader.

- **Communications & Marketing:** Composed & distributed materials to further org objectives, focusing on HR initiatives, DEI strategy, and executive communications. Analyzed metrics to improve internal comms & strengthen organizational cohesion.
- **Project Management:** Directed rebrand from HR to “Our People Team” and managed initiatives for implementation of new technologies and strategies to drastically improve employee engagement and retention.

LABOR RELATIONS SPECIALIST (INTERIM) – PORTLAND TRUCK MANUFACTURING PLANT

July 2019 to February 2021

Selected for interim role supporting 600+ employees across four unions, in addition to main role as TA Recruiter, due to business need.

- **Investigation:** Managed full-scale workplace investigations into allegations of misconduct, harassment, and discrimination. Prepared investigation plans, maintained meticulous documentation, & delivered findings upon conclusion.
- **Labor Relations:** Advised on HR policy, collective bargaining agreements, grievance procedures, and progressive discipline. Remained calm, persuaded through confrontational situations, influenced leaders, and drove positive relations.
- **Employee Support:** First point of contact for employees, supervisors, medical team, and executives as sole HR representative on split shift; strategic advisor and partner for leadership in determining best course of action
- **HR Operations:** Collaborated with cross-functional teams (Legal, Medical, Union, etc.) to implement comprehensive procedures to maintain safe operations during COVID-19. Drove continuous process improvement and efficiency.

TALENT ACQUISITION RECRUITER – ENGINEERING

April 2019 to March 2021

Managed high-volume, full-cycle recruitment process for Engineering org, facilitating culture of continuous innovation.

- **Talent Acquisition:** Critical HR partner for managers and executives. Sourced, screened, negotiated, and closed 70+ annual hires, securing top talent to further strategic goals. Ensured positive candidate experience & built diverse pipelines.
- **Recruiting Operations:** Implemented new intake call process, interviewing policies, and inclusive hiring practices.
- **DEI Advocacy:** Discovered & initiated company partnership with Lesbians Who Tech + Allies, a CA-based tech summit and career fair, to further strategic, inclusive hiring goals. Led the team during 2019 summit and managed ongoing involvement.

EMPLOYEE RELATIONS SPECIALIST – ENGINEERING

April 2018 to April 2019

Strategic HR partner and key member of Employee Relations team, supporting 800+ Engineering employees of all levels.

- **Employee Support:** Led employees across employment lifecycle activities, including onboarding/offboarding, compensation, benefits, & general inquiries. Employed high interpersonal skills and empathy while managing multiple competing priorities.
- **Talent Management:** Partnered with HRBPs and executives to implement solutions to appropriately scale the business, advising across annual performance, compensation, and merit increase cycle processes, and talent reviews.
- **Leaves:** Collaborated with internal & external teams to guide employees through leaves/accommodations processes (PTO, FMLA, short/long-term disability, paid parental leaves, etc.). Prioritized employee experience, wellbeing, and retention.
- **Compensation:** Managed job offer process, ensuring alignment with job classification and band framework practices. Influenced HR and Engineering leadership to secure pay increases for employees with low-compa ratios.

TMG PROPERTY MANAGEMENT SERVICES NW – Vancouver, Washington | Property Management

June 2016 to April 2018

TALENT ACQUISITION SPECIALIST

Managed full-cycle recruitment functions, closing 60+ annual hires. Cultivated diverse talent pools to further inclusive cultures.

- **Onboarding/Pre-Boarding:** Facilitated pre-hire screening and onboarding tasks, I-9 processes, including drug screening and reference checking. Conducted compliance audits. Managed relationships with vendors. Maintained employee records.
- **Leadership Development:** Initiated training to develop high performing leaders and drive organizational high performance.

TARGET CORPORATION – Portland City Target, Downtown Portland, Oregon | Retailer

August 2014 to May 2016

EXECUTIVE TEAM LEADER, GUEST EXPERIENCE

Directed HR activities as manager for two departments, three direct reports, & dozens of indirect reports in challenging downtown environment. Weekly leader on duty, ensuring successful store operations. Applied daily critical thinking & problem-solving.

EDUCATION & PROFESSIONAL CREDENTIALS

Bachelor of Arts | Pacific Lutheran University

Society for Human Resource Management Senior Certified Professional (SHRM-SCP)

LEADERSHIP EXPERIENCE

Elected positions with EQUAL, DTNA's LGBTQIA+ Employee Resource Group | 2020 - 2022

- Inspired organizational cultural transformation by serving as Portland Events and Pride Chairs; spearheaded company involvement with Portland Pride Parade, led internal events, and facilitated company-wide DEI training.

Emily Thomas

Charlotte, NC | 704.635.0896 | emzaino@outlook.com

Experience

Human Resources Generalist | Dragos, Inc. | 2021 – 2023

- Develop real-time visuals and reports to chart daily, weekly, monthly, and year-over-year progress, resource allocation, utilization of outside resources, the efficacy of various strategies, team progression, individual growth
- Maintained project plans, scopes, & timelines while anticipating potential roadblocks with changing objectives
- Addressed issues related to US-based and international contracts and content
- Researched, designed, and oversaw compensation matrix/pay structure and EEOC-1 reporting
- Developed, established, and grew Diversity, Equity, Inclusion, & Belonging (DEIB/DEI) committee
- Conducted equity shares auditing and developed documentation & communication strategy for the allocation process
- Migrated applicant tracking software (ATS) information into another to ensure minimal data and time loss
- Created two annual employee engagement surveys and assessed results into reports for leadership and company-wide dissemination
- Drafted policies following company goals, ethos, industry trends, and labor laws and regulations (international and US-based)
- Conducted succession planning, training and development, and employee satisfaction
- Analyzed, generated, & tracked data, focused on addressing issues and improving performance through feedback and change management
- Wrote job descriptions & completed full-cycle recruiting

Planned Hiatus | Milford, NH | 2018 – 2021

- Exited the workforce to dedicate time to family

Academic Advisor II | Southern New Hampshire University | Manchester, NH | 2014 – 2018

- Developed/maintained 250-300 academic plans, schedules, and requirements for a globally dispersed virtual-based student population
- Provided academic, social, and personal support and success coaching
- Trained Academic Advisors and Faculty Advisors
- Created, established, and maintained Academic Advisor mentorship program

Operations & Financial Coordination| Walt Disney World | Orlando, FL | 2007 – 2014

- Organized/coordinated operations and logistics for physical products
- Worked across multiple theme parks under various conditions with differing requirements and objectives
- Completed/documenting audits of 10+ facilities, their point of sale (POS) cash handling, opening/closing procedures, and cash control integrity
- Led team of 12+ cast members and handled guest relations concerns
- Attended Customer Service classes at Disney University

Education

Southern New Hampshire University, BS Operations & Project Management

GPA: 3.96 | Honors: Summa Cum Laude

Delta Mu Delta Honor Society

Skills & Applications

- Contract development
- Data gathering & management
- Full cycle recruiting & onboarding
- Performance metrics
- Policy & procedure creation
- Process development & improvement
- Project analysis & support
- Quality assurance & control
- Scheduling
- Training & learning development

Software Proficiency

- ATS: iCIMS, Lever, UKG Pro (UltiPro), & UKG Ready
- Canva
- Confluence / Chalk
- Google Suite
- HRIS / Data Management: Knoetic & Workday
- LMS: Schoox & BlackBoard
- Microsoft Suite & Add-Ons: Access / OneNote / Office / Project / Visio
- Project Software: Jira (Atlassian), Trello, & Smartsheets

HEISA VAZQUEZ

Bilingual Human Resource Manager

heisavazquez@gmail.com

+1 717 277 8124

Passionate HR Manager with a decade of dedicated experience in streamlining HR functions. Demonstrated expertise in developing and implementing HR initiatives that contribute to a constructive workplace culture, enhancing employee performance. Possess a thorough understanding of labor legislation, human resource management fundamentals, and industry-standard procedures.

Authorized to work in the US for any employer

Work Experience

Human Resource Manager

CHI St. Joseph Children's Health - Lancaster, PA
April 2023 to Present

- Fostered the development of Behavioral Health staff by enhancing their leadership skills, clinical expertise, commitment to patient-focused care, educational pursuits, and participation within the organization, with the aim of achieving both individual and company objectives.
- Partnered with the executive team to develop and execute a comprehensive HR and talent strategy, aimed at aligning staffing initiatives with organizational goals, enhancing employee retention and establishing a leadership development program to prepare for succession planning.
- Led the talent acquisition process, optimizing recruitment strategies to fill managerial, salaried, and technical roles, resulting in a 30% reduction in time-to-hire and a increase in candidate fit as measured by performance evaluations, leveraging the ICIMS tracking system for efficient candidate progression monitoring.
- Directed employee relations, including the management of disciplinary actions, investigations, and terminations, successfully reducing legal risks through the implementation of a structured disciplinary framework.
- Provided strategic advisement to the Board of Directors and executive team on HR best practices and compliance with employment laws, resulting in zero litigation cases and maintaining in compliance with federal, state, and local regulations.

Interim Human Resource Director

Manheim Township Municipal Office - Lancaster, PA
March 2022 to April 2023

- Directed comprehensive human resources operations for a dynamic workforce exceeding 200 employees, which included the development and delivery of training programs, meticulous payroll management, execution of annual performance reviews, and the skillful handling of labor union discussions as well as the resolution of employee grievances.
- Orchestrated the full spectrum of the recruitment process, from the initial talent scouting and candidate evaluation to the seamless integration of new hires across a diverse range of positions, encompassing both long-term professional and temporary seasonal assignments.

- Oversaw the administration of employee health benefits, managed the organizational leave system with precision, processed unemployment insurance claims, and facilitated informative orientation sessions for newcomers, ensuring a smooth transition into the company culture.
- Developed and meticulously updated human resources policies and procedures, ensuring alignment with evolving state and federal regulatory requirements, thus safeguarding organizational compliance and mitigating legal risks.
- Collaborated with HR colleagues to recruit ancillary staff effectively and conducted thorough investigations into disciplinary incidents as necessary, upholding the integrity of workplace standards and fostering a respectful and professional environment.

Human Resource Manager / Office Manager

KA Appliance Inc - Lancaster, PA

October 2014 to March 2022

- Developed and executed comprehensive recruitment plans, leveraging innovative strategies to attract and retain top-tier talent, significantly improving the company competitive edge.
- Facilitated seamless integration and comprehensive training for new hires, fostering a collaborative environment and expediting their transition into productive team members.
- Monitored and analyzed employee turnover rates quarterly, utilizing ADP data to identify trends and implement retention strategies, reducing turnover by 15%.
- Evaluated collection reports to efficiently assess and strategize recovery of outstanding balances.
- Reconciled balance sheets for active accounts, and generated detailed monthly financial reports, including Profit and Loss statements, leveraging QuickBooks to enhance financial transparency and decision-making.
- Ensured the accuracy of payroll reports reflecting appropriate expense allocations, accounting for variables such as overtime, flexible scheduling, and seasonal staffing demands, thereby maintaining budget integrity and compliance.

Education

Bachelor of Science in Business Administration and Management

Millersville University - Millersville, PA

2013 to 2017

Skills

- Human Resources Management
- Benefits Administration
- iCIMS
- Recruiting
- Talent Acquisition
- Manufacturing
- Employment & labor law
- Workers' compensation law
- Payroll
- Analysis skills

- Supervising experience
- Project management
- ADP
- PeopleSoft
- Microsoft Project
- Budgeting
- Senior leadership
- Negotiation
- Analytics
- Leadership
- Healthcare management
- Workday
- Succession Planning
- Senior leadership
- Strategic planning
- HRIS
- Management
- Microsoft Office
- Microsoft Excel
- HRIS
- Microsoft Powerpoint
- Conflict management
- Communication skills

Certifications and Licenses

CPR Certification

October 2023 to October 2025

Jackie Madyun

Orlando, FL 32819

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Experienced and results driven Human Resources Professional with demonstrated success in multiple human resource disciplines. Well-rounded as a Generalist and Strategic Partner. Skilled in HRM Practices such as HR Planning, Recruiting, Employee Relations, Compensation/payroll and Onboarding. Passionate about DEI and fostering a positive workplace culture. Knowledgeable of employment laws and principles including HIPAA, ADA, EEOC, FMLA, OSHA and state and federal compliance.

Willing to relocate to: Tampa, FL - Orlando, FL

Authorized to work in the US for any employer

Work Experience

Human Resources Business Partner

Allina Health

August 2021 to Present

Served as an HR subject matter expert to assigned line of business. Advise, mentor, develop and coach leaders in the areas of Talent Management, Employee Relations, Compliance programs and HR Systems. Provided guidance and recommendations to HR teams and leadership regarding policies and procedures. Ensured successful completion and start of the on-boarding process. Developed practices to promote and maintain a productive and engaged work culture. Created, facilitated and lead diversity, equity, and inclusion efforts. Encouraged and promoted employee resource groups.

Human Resources Business Partner

Benedictine Health Center

January 2019 to August 2021

Conducted workplace investigations and provided guidance and recommendations to HR teams and leadership regarding policies. Handled a high volume of employee relations related inquiries. Partnered with the Legal to escalate allegations and concerns that pose substantial risks to the company. Matters included conflict resolution performance improvement, policy interpretation investigations and compliance. Utilized documentation and ticketing systems to record and address associate inquiries. Conducted report audits to identify transactional errors and make corrections to ensure accuracy. Ensured the accuracy of all benefits enrollments in the HRIS to provide vendors with accurate eligibility information. Responded to benefits inquiries on plan provisions, benefits enrollments, status changes and other general inquiries.

Human Resources Manager

BrightStar Care

January 2016 to January 2019

Conducted workplace investigations including complex employee relation issues and Workers Comp claims. Overseen employee disciplinary meetings, terminations, and investigations, and resolved complex employee relations issues. Managed phone and email requests for HR related inquiries. Provided Staffing for Hospitals, Nursing Homes, Doctor's Offices and more. Managed the recruitment and employee

relations. Coordinated the onboarding process and conducted new hire orientation. Monitored licensure expiration dates and annual trainings to ensure staff comply.

Human Resources Generalist

Living Proof Family Facility

January 2009 to January 2016

Provided input and recommended strategic direction for Human Resources. Managed benefit administration and annual open enrollment. Processed workers comp claims, and overseen and resolved complex employee relations issues. Processed payroll for 200+ employees. Full cycle recruiting for Clinical and non-clinical positions. and Provided reports on status of recruitment activities. Managed work eligibility process and conducted background checks and completed reference checks upon conditional offer. Conducted compensation surveys, research and analysis on pay equity and market trends.

Education

Bachelor's degree in Human Resource Management

Concordia University-Saint Paul

Skills

- Human Resources Management
- Benefits Administration
- Recruiting
- Talent Acquisition
- Performance Management
- Change Management
- PeopleSoft
- Workers' Compensation
- Employee Orientation
- Equity Research
- Succession Planning
- ATS
- Interviewing
- HR Sourcing
- Oracle
- Strategic Planning
- Market Analysis
- Forecasting
- Management
- Human Resources
- Workday
- Conflict Management

- Negotiation
- Analytics
- Program Development
- Acquisitions
- Organization Design
- Financial Modeling
- Office Management
- Bloomberg
- Kronos
- Financial Report Writing
- Sourcing
- Taleo
- Talent acquisition
- HR sourcing
- Market research
- Payroll
- HRIS
- Google Suite
- Windows
- Supervising experience
- ADP
- Computer Networking
- Talent Management

Certifications and Licenses

SHRM Certified Professional

Present

Driver's License

Present

Professional In Human Resources

Senior Professional in Human Resources

SHRM Senior Certified Professional

JENNIFER L. FILS, MHA

Haverhill, MA 01830 ~

Jennifer_Fils@hotmail.com ~

857-654-0440

Experienced Human Resources professional with proven achievements in recruitment, diversity, and work life in developing overall organizational initiatives. Well established background in providing front-line client support and analyzing operational needs. Strong background in training and team building, account management, and regulatory compliance. Demonstrated technical acumen in evaluating and optimizing newly developed processes to increase efficiency, reduce attrition and encourage tenure among key positions. Deep understanding of what employers are looking for and what candidates are needed to fill in-demand roles in greater Boston.

Skills

- | | | |
|--|--|--|
| <ul style="list-style-type: none">▪ Recruiting & Placement▪ Talent Acquisition & Sourcing▪ Onboarding▪ Applicant Tracking Systems (ATS) | <ul style="list-style-type: none">▪ Employer/Corporate Relations▪ Diversity & Inclusion Strategies▪ Job Description Writing▪ Haitian Creole Interpreter | <ul style="list-style-type: none">▪ Training & Development▪ Facilitation▪ Exit Interviews▪ Community Relations Programs |
|--|--|--|

EXPERIENCES

Genesis Healthcare ▪ 1/2020 -Present

Center Human Resources Leader

- Serves as a resource for management and an employee and anticipate HR-related needs and formulate partnerships across the organization to deliver value-added service to management and employees that reflects the business objectives of the organization, meets the needs to the people, and builds on the culture.
- Responsible for the overall administration, coordination, and evaluation of human resources policies, programs, and practices within the assigned facility/facilities.
- Serve as the face of human resources at the facility level and in the community. Primarily accountable for planning, organizing, developing, implementing, coordinating and managing various complex human resource interventions to assist their assigned facility/facilities in the achievement of its goals

Administration

- Overall responsibility for all HR functions on facility level, including but not limited to administration of policies, handling of employee complaints and concerns, and serving as the link between employees and management, and between the facility and corporate office on all matters related to human resources at the facility level.
- Overall responsibility for implementation and enforcement of company-wide employment and human resource policies at facility level, and providing facility level education regarding all compliance and legal issues related to human resources, with escalation to the corporate office as appropriate.
- Participates in professional organization conferences, college and university job fairs, and career days as necessary

Recruitment and Training

- Recruits, interviews and recommends applicants for open positions.
- Plans and conducts new employee orientation to foster positive attitude toward organizational objectives.
- Provides current and prospective employees with information about policies, job duties, working conditions, wages, and opportunities for promotion and employee benefits.
- Analyzes training needs to design employee development.
- Primary responsibility to collaborate with managers regarding personnel requisitions.
- Plans, organizes, directs, controls or coordinates the personnel or training activities of their assigned facility.

Performance Appraisal and Records

- Plan, monitor and implement employee performance appraisal on a set schedule. Train managers on appraisal system, and coach employees accordingly. Resolve grievances regarding employee appraisals; provide counseling to employees and supervisors as needed and appropriate.
- Maintains paper and electronic records and compiles statistical reports concerning personnel-related data such as hires, transfers, performance appraisals, and absenteeism rates.
- Oversee the maintenance, completion, and communication of personnel records as required by law including local governing bodies.

Vinfen • 5/2016 - 1/2020

Human Resources Manager

Partnering with 20 Residential Program Directors to provide counsel and advise on Company policy and best practices in the areas of performance management, coaching, progressive discipline, and employment law. Areas of responsibility include workplace investigations, unemployment hearings, drafting corrective actions, responding to employee and manager concerns and requests, and assisting in the development of new managers. Assistance in managing proper administration of leaves and suspensions is also a part of this position. Responsible for sourcing, screening, negotiating job offers and making those arrangements needed for new employees to begin their employment.

Recruiting:

- Performed recruitment and selection activities for various positions in a timely and cost-effective manner. Utilize creative sourcing techniques, such as advertising, internet, job fairs, associations, and college recruitment to ensure high quality candidates
- Coordinated with program management to determine job vacancies, job specifications, and salary levels
- Worked collaboratively with assigned HR coordinators in fulfilling his/her responsibility to check references, process employees for New Hire Orientation (NEO), CORI and driver license check processing, maintenance of applicant-tracking system, and onboarding requirements
- Managed full life-cycle recruitment by working with hiring managers to effectively develop and implement recruitment strategies

Employee Relations:

- Provided consultation and supported in implementing employee relations initiatives, such as staffing and performance management
- Provided guidance and supported to operations management regarding human resources issues, such as discrimination, harassment, performance, corrective action, and terminations. Act as a coach for all employee relations issues, seeking assistance as needed
- Conducted or participated in employee investigations concerning all matters of alleged employee misconduct or neglect under the direction of the Manager of Employee Relations
- Initiated and managed all suspension and termination matter under the direction of the Manager of Employee Relations.
- Served as first point of contact for all general employee questions concerning such areas as benefits, wages, training, supervision, and leave
- Responded to all unemployment matters, including unemployment hearings and to all inquiries from the Legal Department and outside counsel concerning personnel records, discovery requests and litigations matters; participate in litigation matters, as requested
- **Consulting/Training:**
- Developed and maintained effective working relationships with assigned programs as well as other administrative and operational bodies
- Conducted New Employee Orientation and other trainings as needed
- Remained current on human resources issues and trends such as employment laws and recruitment techniques

Upham's Corner Health Center ▪ 2/2014-5/2016

HR/Operations Manager

Responsible for the management of the administrative support staff and operational management practices within the department of Primary Care Department and Specialty Care programs, at a community health center, managing the following departments: patient reception/registration, home care, electronic medical records, laboratory administration, facility management, provider scheduling, and general administrative tasks.

- Draw upon a broad understanding of health center practices and policies and displaying a high degree of initiative and independent judgment assess and direct a wide range of programmatic issues directly related to daily operations
- Responsible for overall coordination of support staff as it relates to physician support, registration, appointment scheduling, customer service, sensitivity to patients and/or family members, work schedules and coverage
- Planned assigns and evaluates work of front end and procedural support staff
- Responsible for hiring, orientations, training, corrective action, and overall human resource management
- Facilitates a strong working relationship between support staff and physicians
- Determined implements and evaluates all needs of the practice
- Facilitated efficient patient flow through the practice and is accountable for any patient related issues or concerns
- Worked with department supervisors and medical director to maintain a state of regulatory compliance and readiness in all practices. Oversee the operations of the custodial staff and facilities management
- Demonstrated and mentors staff members to be patient centered within their interactions, customer service, general communication and emphasizing good organizational skill management
- Maintained positive relationships with all providers and meets with them on a regular basis concerning assignments, equipment, projects, policies, and procedures. Assists providers with provider schedules and template changes
- Implemented process improvement strategies while engaging staff members to enhance and improve efficiencies
- Acts as a resource regarding the enforcement and practices of departmental policies and procedures
- Responds to and advises on a variety of inquiries and applies knowledge of established operations
- Responds to and resolves immediate problems within the department

Boston Medical Center ▪ 6/2010-2/2014

HR/Practice Manager

Oversaw all aspects of managing an adult primary care Patient Centered-Medical Home (PCMH) department. Managed the daily administrative and clinical practice operations with commitment to providing the highest quality of service to patients in ambulatory care practice. Provided oversight and training in all areas of day to day operations and resource utilization.

- Participated in planning and implementation of practice goals, programs and objectives, personnel, resources, and equipment. Implemented the approved business plan that identified strategies, objectives, timetables, expected outcomes and measures for assigned areas of responsibility. Updated plan to reflect challenges and opportunities in the marketplace and BMC's overall direction
- Organized, managed, and coordinated all operational and administrative processes. Managed support staff: organized and oversaw work schedules and assignments to meet operational needs. Developed and implemented procedures to ensure efficient processing of work including time of service co-payment collection, referral management and pre-registration
- Provided leadership, planning, staff management, patient management, and operational oversight so the practice can achieve its goal of providing superior customer service and medical care to the patients
- Made decisions concerning hiring corrective action and personnel matters as appropriate. Responsible for development of office orientation procedures and protocols and maintaining compliance with BMC's policies and procedures
- Monitored provider's (MDs, NPs, etc.) schedules to ensured that appropriate staff is present, and a reasonable number of patients scheduled, in order to best facilitate care for the patients in a timely manner. Worked closely with the Medical Director to provide a team approach to problem solving and work efficiency for all
- Had the authority to direct and support employees daily work activities. Had the direct responsibility to undertake the following employment actions: hiring, termination, corrective action, and performance reviews: Direct reports: 10-15. Had the full responsibility for planning, monitoring, and managing department budget

EDUCATION

REGIS COLLEGE, BA in Communications Minor: Management
CAMBRIDGE COLLEGE, Master's in healthcare management

Recent Professional Development
Society for Human Resource Management Certificate

PROFESSIONAL MEMBERSHIPS

National Association of African Americans in Human Resources – New England

TECHNICAL EXPERTISE

- HRIS Applications
- Requisition Management
- Taleo
- Payforce
- Microsoft Office Suites
- Kronos
- ADP
- Paylocity
- Peoplesoft
- NEHEN
- EPIC
- Ceridian

Monika Cohen SHRM-SCP

Strategic and tactical HR professional with multi-state expertise in compliance and utilizing technology to manage the primary functions of HR. Able to support business leaders and employees within a remote multi-cultural work setting, successfully building trust-based relationships, operating using strong autonomy skills.

Core Competencies

- Employment Laws and Compliance
- Employee Relations and Engagement
- Compensation and Benchmarking
- Job descriptions and role definition
- ADP Workforce Now-customized dashboards
- HRIS, Payroll and Automation
- Policy and procedure development

HR Certifications

- SHRM-SCP (current)
- HRCI - PHR (expired)

Education

California State University, Fullerton

- Bachelor's degree in English
- 30 Human Resources classes

Experience

HR Generalist (remote in Tucson, AZ)

mPulse (acquired HealthTrio)

July 2021 to May 2024

Post-acquisition (12/2023 mPulse): Reported to the Chief of People Operations as an HR Generalist serving 400 employees remotely distributed throughout the U.S. **Special project:** Developed the new 2024 national handbook for the merged organization using templates from Jackson-Lewis and Littler Mendelson; added posters, addendums, and legal notices for 46/50 states.

Pre-acquisition – HealthTrio: SaaS healthcare technology company where I reported to the VP of Human Resources and served as the primary HR contact to employees.

- Collaborated with leadership to plan, and coordinate HR programs, policies, and benefits.
- Implemented ADP Workforce Now and customized the dashboards to support a growing remote workforce. Modules included payroll, recruiting, benefits administration, on/offboarding, Form I-9 remote processing.
- Responsible for HR Operations, facilitating employee life-cycle events, including onboarding, offboarding, new hire orientations, using stellar documentation skills.
- Processed payroll for 160 employees and maintained records in compliance with FLSA, EEO, and all other applicable laws, regulations, and statutes.
- Listened to employees' ideas, questions, concern and took an active role in resolving roadblocks to support the company's mission and values.
- Partnered with managers to define roles, created/updated 56 job descriptions for recruitment, performance management, benchmarking, and compensation management.

HRIS/Payroll Coordinator (remote in Tucson, AZ)

Watermark Retirement Communities

March 2020 to April 2021

Provided HRIS resources, training, and payroll support to HR Director's in up to 27 separate retirement community subsidiaries located throughout the U.S. using Dayforce technology.

- Developed relationships with HR Directors and supported their day-to-day technical HRIS needs.
- Processed payroll bi-weekly for multiple communities during the absence of HR personnel.
- Provided internal and external data requests, reports, and audits.

HR Advisor (remote in Tucson, AZ)

The HR Spirit (independent contractor)

November 2017 to March 2020

In addition to a part-time payroll processing job, I utilized Upwork to source clients, and provide HR guidance where subject-matter expertise was needed for addressing sensitive matters, performance issues, investigations, and facilitating terminations safely. Services included documentation: employee handbooks,

Monika Cohen SHRM-SCP

offer letters, performance improvement plans and change notices. The part-time payroll position was onsite processing payroll for 240 employees using ADP Workforce Now at Handmaker Jewish Services.

HR Advisor (remote in Tucson, AZ)

CEDR

May 2017 to November 2017

Served as an advisor to member employers in this Professional Employment Organization (PEO) on HR best practices and employment laws, to enable the client to make informed decisions. Serving only doctors and other healthcare providers, CEDR consists of a team of attorneys who specialize in providing customized EE handbooks, communication tools and guidance.

HR Manager (on-site in Tucson, AZ)

JFCS of Southern Arizona

May 2016 to May 2017

Non-profit Behavioral Health agency where I reported to the CEO as a member of the executive leadership team.

- Built the HR infrastructure to deliver services as the sole HR employee.
- Consulted with leaders, to determine focus points, benefit selections and to align HR goals in support of the organization's mission and goals.
- Collaborated closely with managers, peers, and specialists to ensure consistent and equitable application of policies, procedures, and communications.
- Trained leaders and their teams on employment laws that re-shaped company policies.
- Participated in the recruitment by posting ads, pre-screening, and coordinating interviews with managers, and helped to build a "beehive of talent" as it was known throughout Tucson.

HR Manager (on-site in Simi Valley, CA)

Hirose Electric USA

May 2012 to November 2014

U.S. subsidiary of Hirose, a global public leader in the connector industry where I reported to the COO as a member of the senior leadership team.

- With four regional offices and 13 home offices I was focused on leading change-management initiatives in the areas of performance management and compensation to convert a culture of entitlement into one of pay-for-performance, resulting in increased employee engagement and increased product sales. We met monthly organization-wide targets and received monthly bonuses.
- Administered all HR-related functions and tasks alongside three subordinates consisting of an Office Manager, a Receptionist and HR Admin.
- Defined roles, career opportunities and succession planning through formalized job descriptions, pay scales, and strategic responsibilities to support the overall mission, and goals.
- Automated outdated HR procedures by implementing ADP Workforce Now for payroll and HRIS.
- Customized ADP Workforce Now dashboards to enable employee self-service, online annual benefit enrollments, clocking in/out using mobile device, and to support recruitment efforts.

MONIQUE A. HARDY, SHRM-CP

(321) 355-9839 • mscarpa23@gmail.com

www.linkedin.com/in/moniquescarpa

SUMMARY OF QUALIFICATIONS

- Certified Human Resources Professional with an interest in advancing to a managerial position.
- High Integrity with strong detail-oriented and organizational traits.
- A dedicated team player who works well under pressure, and is committed to building relationships.
- A clear communicator; effective and efficient problem solver with HR technology proficiency.

KEY STRENGTHS

Recruiting and On-boarding • Payroll • Compensation • Benefit Administration • Worker's Compensation • Report Management • FMLA/Leave Management/ADA • SOPs • L&D/Training • Employee Relations • Performance Management • Microsoft Office Suite (Word, Excel, PowerPoint) • Microsoft Outlook • Adobe Acrobat • HRIS and Applicant Tracking Systems: API HEALTHCARE/RSS/TSS, VISION, ACQUIRETM, FOUNDATION, VIEWPOINT, PAYCOM, PAYCHEX, PAYCOR, WORKDAY, KRONOS, ADP, MERLIN, CAREERLISTER • Team Collaboration • Customer Satisfaction

EXPERIENCE

TRULITE GLASS & ALUMINUM SOLUTIONS

Bradenton, FL

Human Resources Generalist/Business Partner

2023-present

Trulite manufactures value-added glass for both commercial and residential use, employing 60 employees at the Bradenton branch.

- Guided and led the development of a wage matrix, assisting with career pathing/learning and development initiatives.
- Owns the sourcing, interviewing, hiring, and onboarding process for the branch, **increasing the headcount 20% within 8 months.**
- Manages the FMLA/STD/LTD processes and engaged in ADAA process as appropriate.
- Manages and guides resolution on a variety of employee relations matters with supervisors/employees.
- Implemented 30/60/90 day reviews for new hires; Resulted in increased engagement and better performance management.
- Delivers trainings to supervisors on topics such as leadership skills, reasonable suspicion, HIPAA and FMLA for compliance and development.
- Developed an engagement committee and implemented engagement programs, **increasing the engagement survey score by 15% within 2 quarters.**
- Created a L&D training curriculum to develop talent internally for Finance and IT departments.
- Led the redevelopment and revision of policies for compliance and clearer understanding for the 2024 Trulite handbook.

PIERCE MANUFACTURING/FRONTLINE COMMUNICATIONS

Bradenton, FL

Human Resources Business Partner

2021-2023

Pierce Manufacturing manufactures firetrucks and Frontline Communications builds broadcast, mobile command, and specialty communication vehicles, with both employing over 700 employees combined in FL.

- Lead the sourcing, interviewing, hiring, and onboarding process for Frontline communications, **increasing the headcount 22% within 8 months.**
- Managed the FMLA/STD/LTD processes by partnering with NY Life; Engaged in ADAA process as appropriate.
- Managed and guided resolution on a variety of employee relations matters with supervisors/employees.
- Implemented a monthly production performance review meeting with leaders to ensure employees receive timely and fair annual pay increases while addressing any performance issues.

MONIQUE A. HARDY, SHRM-CP

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- Processed weekly payroll in Kronos; Improved PTO management with Supervisors at Frontline, reducing PTO liability.
- Delivered trainings to supervisors on topics such as reasonable suspicion and interviewing practices.
- Managed the COVID-19 process which included information intake, quarantine procedures and leave tracking.
- Conducted exit interviews and analyzed data for insight.
- Assisted with the implementation and change management of a new PTO program and attendance policy.

EQUIX INC
Human Resources Business Partner

Tampa, FL
2019-2021

Equix Inc. is a shared services company that owns and supports 5 technology and construction contractors throughout the United States.

- Managed the sourcing, recruiting and on-boarding process for all of Equix Energy Services, LLC.
- Led new hire orientations and trainings, as well as high school presentations/job fairs for recruiting purposes.
- Created SOPs, monthly recruiting metric reports, job descriptions and e-verify audit reports.
- Conducted thorough, effective, and objective employee relations investigations and follow-ups.
- Coordinated the employee referral program, SAP drug testing program, and sign-on bonus program.
- Advised and coached management on employee disciplinary actions and other employee relations issues.
- Created an exit interview survey platform for all contractor companies through SurveyMonkey.
- Conducted compensation research to ensure pay rates were in line with market rates.
- Trained and re-trained all managers and administrative assistants on accurately completing form I-9, **raising compliance rate from 30% to 95%**.

WENDOVER ART GROUP
Human Resources Coordinator

Largo, FL
2018-2019

Wendover Art is a manufacturer of artwork and mirrors, of 350 employees, with offices/showrooms in NC, GA, TX, and NV.

- Wrote and developed SOPs for the HR Department and re-developed all company policies to be bi-lingual.
- Recruited for open positions throughout company, and scheduled in-person interviews.
- Generated and created daily, weekly, and monthly reports for payroll, daily hours worked, overtime, turnover, and organizational charts; Analyzed company data and trends for insight.
- Managed worker's compensation, FMLA, and STD processes for all 350 Team Members.
- Handled open and rolling benefits enrollment; Informed Team Members of group health plans, voluntary benefits, and 401k retirement plans; Reconciled benefit invoices.
- Scheduled, tracked, and reported on safety trainings for 245 Production Team Members.
- Handled on-boarding and off-boarding processes from start to finish for all employees.
- Scheduled and reviewed background and drug test results; Responded to employment verification requests and unemployment claims; Represented the company in unemployment claim hearings.
- **Raised the I-9 compliance rate by 45%** from implementing and following a tracking checklist.

EDUCATION/CERTIFICATION/SPECIALIZED TRAINING

SHRM-CP (Equivalent to PHR)

June 2020

UNIVERSITY OF CENTRAL FLORIDA
Bachelor of Arts in Interpersonal/Organizational Communication
3.9 GPA Summa Cum Laude

Monique Watt

SUMMARY:

- Driven human resources management professional with expansive expertise across many functions including recruitment and talent acquisition, benefits and compensation administration, new hire orientation programs, executive onboarding, employee counseling and dispute resolution, management coaching, leadership training and development, and employee recognition and rewards programs

PROGRAM PROFICIENCIES:

- ADP WFN, ADP PayXpert, ADP Enterprise eTime, QuickBooks, Kronos, HRdirect, ICIMS, MAS90, PeopleSoft, Resumix, Resumate, SAP, Jira Tickets, OneApp Pro, CAQH, FCVS, ICD 10, CPT coding, Ultipro, Hot Schedules, Paylocity, **Workday**, Bamboo, Google Suite, MS Outlook, MS Word, MS PowerPoint, MS Excel

CERTIFICATIONS:

- SHRM-CP (February 2024)
- OSHA 30
- Certified Notary Public

TRAINING:

- Payroll Management: Meditech, Darwin, Costpoint/Deltek
- Employers Group HR Certification Workshop

PROFESSIONAL EXPERIENCE:

Amplify Life Insurance (Premier Staffing) 100% Remote Onboarding People & Operations Specialist

November 2023-Current

- Manage Job descriptions, KPI updates/review, quantifiable measure of progress towards business goals
- Assist in managing new/existing requisitions
- Requisition management in US states/territories
- Initiated background check verification
- Day 1 Welcome and Readiness
- Mandated document collection
- New hire orientation (NHO) prep and coordination
- Facilitating weekly NHO sessions and office hours with various speakers
- Supported I-9 verification process

HR Service Center Support:

- First line of support for all HR related inquiries via ServiceNow
- Triage to SME or Level 2 support as needed
- Partner with IT on evolving ServiceNow platform and service channels e.g. Scout/Chatbot
- Reporting and analytics of Service Center utilization and resource planning
- Review employee feedback on service delivery to improve service

ServiceNow Knowledge Base Maintenance:

- Create and maintain HR Knowledge base articles reference from HR Service Center
- Point of contact for maintaining help/knowledge articles for various HR programs

Offboarding:

- For involuntary terms, pre-notification prep of term packets, audits, HRBP walk-through
- Disable badge and system access (notify Corp Security and IT)
- Deliver and track signed agreements
- Separation payment processing (per signed agreements)
- For voluntary terms, manage the term process and collection of necessary documents
- Intern Terminations/Ext processing
- Exit interviews backup for HRBPs

Data & Records Management:

- Maintenance of employee records
- Digitizing files
- Support document retrieval requests from legal

**Epic Piping San Marcos, TX
Human Resource Generalist****October 2022 – March 2023**

- Administered various human resource plans and procedures for personnel; assisted in the implementation of personnel policies and procedures.
- Participated in developing department goals, objectives, and systems. Conducted training sessions for employees and management team.
- Coordinated recruitment effort for exempt and non-exempt personnel; conducts new-employee orientations.
- Coached management team on HR policies and procedures
- Built and maintained relationships with talent pipeline sources (e.g., local high schools, technical colleges and institutions, etc.).
- Worked specifically with HR ticketing systems in all HR areas to include Payroll, Benefits, FSA/DCFSA/HSA, STD, LTD (benefits administration), FMLA, COBRA, LOA's, COVID, ADA's (workplace accommodations), planning and organizing annual open enrollments, and claims management With in Jira System.
- Handled employee relations, counseling, and exit interviewing.
- Assisted in evaluation of reports, decisions, and results of department in relation to established goals. Recommends new approaches, policies, and procedures to continually improve the efficiency of the department and services performed.
- Maintained human resource information system records and compiles reports. Maintained personnel records.
- Complied with federal, state, and local legal regulations by studying existing and new legislation; enforcing adherence to requirements; advising management on needed actions.

**Collabera/Bank of America (Remote/WFH)
Human Resource Specialist/ Project Manager****January 2022 – October 2022**

- Provided quality customer service in response to incidents, elevated service inquiries or escalations via phone or e-mail for employees, executives, internal assignees, internal business partners and business contacts. Processed requests for COVID, FMLA, ADA and other LOA's.
- Responsible for the resolution of complaints and escalations from employees, manger inquiries/requests that escalated from CSR Tier 1, HR Field, or COE groups.
- Built internal and external relationships to facilitate administration of service delivery. Provided white glove service for Executives.
- Served as the main contact for employees in handling an elevated/escalated request and keeping updates with timely and frequent updates on resolution progress.
- Worked specifically with HR ticketing systems in all HR areas to include Payroll, Benefits, FSA/DCFSA/HSA, STD, LTD (benefits administration), FMLA, COBRA, LOA's, COVID, ADA's (workplace accommodations), planning and organizing annual open enrollments, and claims management With in Jira System.
- Ensured actions followed with BOA polices/procedures and to local, state and federal employment.

**Molak Corporation New Braunfels, TX
Human Resource Manager****December 2020 - January 2022**

- Assisted in developing personnel procedures and policies for all positions within the company, including job descriptions.
- Assisted in developing the recruiting processes and procedures for all levels of the organization.
- Assisted in developing and implementing training programs for the company.
- Participated in the development of HR priorities and systems development.
- Assisted in administering benefits (medical, dental, vision, 401k, life, long-term disability).
- Suggested new procedures and policies to continually improve efficiency of the HR department and company as a whole.
- Ensured legal compliance of HR state and federal regulations and applicable employment laws, and updated policies and/or procedures as required.
- Handled all administrative tasks for onboarding, new hire orientation, including entering data into HR information systems and auditing for accuracy and compliance.
- Served as a resource for all employee-relation matters.

- Assisted in the communication, interpretation, and updates of employee handbook and contributed to the development of policies.
- Handled newly eligible employee benefit enrollments by working with various managers and personnel in the operations.
- Execute hiring plan for open positions.

**Wurzel Builders, LTD. Austin, TX
Human Resource Generalist**

August 2019 - July 2020

- Responsible for supporting personnel practices and policies.
- Payroll processing, recruitment and talent acquisition, benefits, employee relations,
- Provided training and policy interpretation and administration, HRIS and compliance (created COVID-19 policy). Performed background checks/drug screenings for potential new hires.
- Prepared job descriptions, job postings, and posted jobs to various websites and newspapers, prepared offer letters and performing applicant analysis.
- Assisted with leave programs including FMLA, ADA and Workers Compensation and risk management.
- Liaison with benefit vendors and monthly billing audit.
- Complied with federal, state, and local legal requirements by studying existing and new legislation; anticipating legislation; enforcing adherence to requirements; advised management on needed actions.
- Participated in developing department goals, objectives and systems.
- Conducted employee relations counseling, outplacement counseling and exit interviewing.
- Participated in administrative staff meetings and attended other leadership meetings.

**Schlitterbahn Waterparks & Resorts New Braunfels, TX
Corporate Human Resources Coordinator**

September 2016 - July 2019

Responsibilities:

- Responsible for managing the benefits administration, HRMS and Compliance
- Salaried offer letters/new hires.
- Maintain all employee benefit programs; coordinated Annual Open Enrollment meetings at all 7 locations. Administrator of benefit eligibility of health enrollments and 401k.
- Created, tracked and analyzed PPACA for over 3,000 employees: 7 business units.
- Maintained enrollment, application, and claims records for all benefit plans.
- Reviewed monthly vendor bills for accuracy for payment through accounting department.
- Resolved discrepancies with carriers to adjust billing.
- Integration specialist between new Payroll/HRIS system – and health vendors.
- HRIS coordinator

**The Chicago History Museum Chicago, IL
Payroll & Benefits Supervisor**

October 2014 - June 2016

- Responsible for managing the benefits, compensation and payroll function company wide.
- Managed employee benefit programs to include health, dental, vision, flexible spending, transit/parking, life, disability, retirement and accident policies.
- Assisted with annual benefit plan open enrollment process.
- Maintained HRIS record keeping system and created reports as needed.
- Responsible for new employee on-boarding.
- Supervised maintenance of human resources records.
- Supervised maintenance of enrollment, application, and claims records for all benefit plans.
- Processed monthly billings from insurance providers.
- Reviewed billing for accuracy, codes and advances for payment through accounting department.
- Resolved discrepancies with carriers, payroll and the company.
- Chair for Peer Recognition Committee – annual employee meeting, awards and presentation.

**Vilore Foods Company San Antonio, TX
Human Resource Specialist**

July 2009 - May 2012

- Assisted in the implementation of all human resource administration, including records maintenance, clerical support, new hire paperwork, orientations and benefits.
- Prepared special reports through ADP Reporting.

- Administered and maintained attendance files and performed background checks.
- Audited and administered American Express expenses through Concur.
- Assisted HR Director with other related and assigned duties as needed.

HealthStats Management, LLC San Antonio, TX
Human Resource Manager

June 2000 - June 2009

- Responsible for daily activity of Chiropractic, Physical Therapy and Chronic Care clinic operations including all HR functions. Interviewed and prescreened candidates for all open positions including Chiropractors and Physical Therapists.
- Administered assessment tests and discussed results with applicants.
- Posted jobs, performed compensation analysis for all roles, screened resumes, extended offers, and performed all onboarding and exit interviews.
- ICD10 and CPT coding, billing to include CMS 1500 filing.

NAKETRA THOMAS

naketra.thomas@gmail.com | 216-835-3069 | Tampa, Florida 33511

Summary

Self-starter with years of experience in HR & People roles supporting small to large scale business operations. Ability to influence, drive change with senior leaders & align people strategy with business goals & growth. Experience managing internal stakeholders & building rapport to foster trust. Passion for creating innovative people strategies to drive employee engagement & fulfillment. Commitment to high professional ethical standards and initiating positive workplace culture.

Skills & Tools

- Employment Laws & HR Principles/Practices
- Leadership & Change Management
- Organizational & Critical Thinking
- Interpersonal & Confidentiality
- Attention to Detail & Time Management
- Communication (written and verbal)
- Problem-solving & Analytical
- Autonomous & Collaborative
- High Emotional IQ & Relationship Building
- Conflict Resolution & Decision-making
- HRIS/ATS/PEO MS Office, Google Suite, Slack
- Influencing, Coaching & Mentorship

Experience

Talent Administrator

Johns Hopkins All Children's Hospital | St. Petersburg, FL

2021 – Current

- Collaborates cross-functionally to identify department talent needs & drive compliance of regulatory protocols.
- Drives leadership training, up-skilling, performance goal-setting & performance improvement (PIPs, IDPs).
- Coach business leaders to support their development, support performance management reviews & talent program development for career pathing. Utilize 9-box for succession planning & assessment of potential & performance.
- Identifies training needs for new hires & current staff. Produce clear, well-designed training communications.

Lead Talent Acquisition Specialist

Pinnacle Home Healthcare | Oldsmar, FL

2019 - 2020

- Managed direct report & partnered with COEs to support recruiting, onboarding, payroll, & benefits. Ownership of the new hire onboarding program, assisted planning & coordination of events & delivering internal staff communications.
- Developed recruitment strategies & advised on recruiting best practices. Composed job descriptions, screened resumes & scheduled interviews. Maintained HRIS automation that improved efficiency and compliance during company growth.
- Partnered with community organizations to reach diverse & underrepresented talent pool (DEI). Supported employer branding strategy to promote workplace culture externally & attract top talent.
- Finalized I-9 verifications, managed employee information & revisions to employee handbook. Managed accurate, compliant record systems for employee data & maintained official employment files.

Senior People & Culture (HR) Generalist - HRBP

EmployeeScreen IQ Technology | Cleveland, OH

2011- 2018

- Partnered with leadership to develop effective employee life-cycle strategies and programs (onboarding – offboarding).
- Developed & implemented policies, procedures & processes to support business goals & teams throughout organization. Analyzed data to help the business identify opportunities & solve complex people problems (i.e. - turnover, retention, etc.).
- Managed exit-survey/interviews, focus groups and feedback sessions. Created initiatives to increase employee engagement (DEI, Recognition & Rewards, & L&D) & partnered with managers to resolve employee relations issues.
- Acted as point of contact for employee queries, provided administrative support & content for branding strategies.

Education & Professional Development

Master of Business Administration (M.B.A.) - Human Resource Management

St. Thomas University | Miami Gardens, FL

Bachelor of Arts (B.A.) - Psychology, minor in Sociology - Dean's List

Kent State University | Kent, OH

Associate of Science (A.S.) – Sciences

Kent State University (Trumbull) | Warren, OH

Diversity, Equity, and Inclusion in the Workplace

University of South Florida - Muma College of Business | Training

Concepts of Racial Equity, Bias & Cultural Awareness/ Coaching, Mentoring & Mediation

Center for Urban Education | Training

Six Sigma - Aveta Business Institute (#LW9jFxVXSs) | Certification

Google – Foundations of Project Management | Certification

HRCI Professional - Compensation & Benefits | Certification

Nakeya Holden

10543 Harbor Canyon Drive, Humble, TX 77396

Phone: 713-299-1228

holdennakeya@gmail.com

EXPERIENCE

Human Resources Administrator, May 2022 - Present Linde (Acara Solutions) – The Woodlands, TX

- Maintains accurate and up-to-date human resource files, records, and documentation
- Maintains the integrity and confidentiality of human resource files and records
- Perform administrative tasks and services to support effective and efficient operations of the organization's human resource department
- Assist with complex and specialized administrative tasks including managing and overseeing records, and generating reports
- Conducts or assists with record audits and mandatory reports, which include I-9 audits, I-9 e-verify, EEO-1 filings, payroll audits and other compliance reviews
- Special projects to assist in the implementation and improvement of new technologies to enhance the current efficiencies of the team
- Set up invoices up for payment; enter and upload invoices into system.
- Track expenses and process expense reports
- Making travel arrangements, such as booking flights, cars, and making hotel reservations.
- Assists in the coordination of recruiting events (e.g., career fairs, open house, handling inventories and shipping for recruitment collateral on campus)
- Maintains posts to Twitter, LinkedIn and other social networking and media sites
- Developed sources to assist the recruiters in the build-out of qualified internal and external candidate pipelines

Recruiting Coordinator, March 2022 – May 2022 Boardwalk Pipelines (Primary Services) – Houston, TX

- Coordinates candidate screenings and meetings
- Assists in the coordination of recruiting events (e.g., career fairs, open house, handling inventories and shipping for recruitment collateral on campus)
- Supports the recruitment function with system data entry and maintenance
- Maintains database of candidate pipelines and recruiting sources
- Contract assignment extensions/amendments
- Coordinates the requisition process
- Offboarding assignments
- Maintains posts to Twitter, LinkedIn and other social networking and media sites
- Interacts with candidates in a professional manner to deliver a positive candidate experience
- Assists with interview guide and offer letter generation
- Develops sources to assist the recruiters in the build-out of qualified internal and external candidate pipelines

Logistics Planner, July 2020 – March 2022 Vroom – Stafford, TX

- Plan, develop, organize, implement, track, and direct the transportation of vehicles
- Monitor timely documentation of dispatch information for accurate and timely reporting
- Communicate with site(s) effectively to ensure the completeness of pickup/delivery of vehicles
- Oversee and coordinate daily review of load opportunities and timely respond with pricing and availability
- Demonstrate professional communication between Delivery Support, Motor Carriers, and site personnel
- Works closely with the Logistics Manager and site operations to define prioritization and workload; contributes to special projects and strategic initiatives

Human Resources Assistant, September 2019 – February 2021
Recruiter.com – Houston, TX

- Coordinated candidate screenings and meetings
- Assisted in the coordination of recruiting events
- Supported the recruitment function with system data entry and maintenance
- Maintained database of candidate pipelines and recruiting sources
- Contracted assignment extensions/amendments
- Coordinated the requisition process
- Maintained job post using Bamboo ATS, Indeed, and other job posting sites
- Interacted with candidates in a professional manner to deliver a positive candidate experience
- Developed sources to assist the recruiters in the build-out of qualified internal and external candidate pipelines

Educational Aide, July 2018 – June 2019
Harris County Department of Education – Houston, TX

- Upheld and enforced school rules, administrative regulations, and state and local board policies
- Assisted in preparing instructional materials and classroom displays
- Worked with individual students or small groups to conduct instructional exercises assigned by the teacher
- Assisted with the administration and scoring of objective testing instruments or work assignments
- Assisted students with physical needs and personal care as needed
- Kept the teacher and administrative staff informed of any special needs or problems of individual students
- Assisted in keeping administrative records and preparing required reports
- Participated in in-service training programs, faculty meetings, and special events

Pricing Specialist, January 2013 – May 2017
Service Corporation International – Houston, TX

- Compiled and analyzed data on competitive pricing, cost and expenditure, transportation, time and materials cost, plus fixed fees
- Ordered and tracked all necessary point of purchase materials for anniversary and ad-hoc changes
- Reviewed item set up requests for accuracy prior to being sent to Manager, Revenue Support & Processes for final approval
- Monitored and updated pricing lists
- Formulated spreadsheets and inputted data into databases to ensure streamlined information flow and availability
- Generated reports and other analytic views for Corporate Pricing Management

- Served as a support Liaison for all affected parties to ensure accuracy of HMIS Plus displays, price lists, and HMIS items/kits/retails that print to a contract
- Prepared, loaded, and validated all pricing tools used during anniversary pricing exercises for the funeral segment
- Reviewed and tested data enhancements in the Pricing
- Validated quotes and pricing claims
- Gathered and analyzed data to draw conclusions and report statistics
- Provided ad-hoc reports to various levels of management
- Negotiated service contracts and coordinated shipping and transportation for product development
- Prepared frequent reports documenting margins, product functionality and success, and price quotations
- Assisted Pricing Managers with all price/kit change requests, item descriptions, TOPAS files and item setup/activations
- Promoted and ensured accurate reporting to external pricing agencies and performed daily entry of prices into the pricing system

Administrative Assistant, December 2009 – January 2013

- Performed various secretarial/clerical duties such as photocopying, fax and mailing
- Coordinated and prepared mappings to show best return of investment in areas for seminar presenters nationally
- Filed and recorded corporate documentation, electronic files, inventories and reports

SKILLS AND COMPETENCIES

- | | |
|---|---|
| <ul style="list-style-type: none"> • Oracle • SAP • Tableau • SalesForce • MS Office • Bamboo HR ATS • IQN | <ul style="list-style-type: none"> • WorkDay • Fieldglass • ADP • Dayforce • JD Edwards • Taleo |
|---|---|

EDUCATION

DeVry University

Bachelor of Science in Business Administration

Houston, Texas



NATALIE GARCIA

Cnataliec@gmail.com | (404) 547-6255 | Decatur GA

Summary

Reliable Human Resources Specialist with 6 years of experience overseeing daily activities within HR department. Effectively supported recruitment, onboarding, benefits administration and other human resources functions. Strong knowledge of employment laws and outstanding conflict resolution skills.

Skills

- Personnel Engagement
 - HRIS Applications Proficient
 - Performance Management Systems
 - Employee Orientation
 - Management Consulting
 - Recruiting and Interviewing
 - Compensation and Benefits Administration
 - Human Resources Management Systems
 - Networking and Partnership Development
 - Industry-Specific HR Regulations
 - Benefits Administration
 - Promotion Coordination
 - Employee Relations Oversight
 - Retention Program Development
 - Budget Administration
-

Experience

Corporate Human Resources Generalist

02/2022 - Current

ClarkDietrich Building Systems | McDonough, GA

- Facilitated delivery of HR services by establishing and maintaining positive relationships with teams and leadership across organization.
- Researched employee relations issues and conducted meetings with employees and supervisors.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Worked on 401(k) administration, FMLA and workers' compensation claims and benefits.
- Improved employee engagement and moral by developing wellness programs for employees and enforcing positivity guidelines.
- Collaborated with various departments to gain insight on project productivity, plan improvements and gauge effectiveness and update projects to meet company objectives and long-term goals.
- Served as subject matter expert for employment classification and compensation research, talent management and training strategies, providing leadership with advisement.

Human Resources Business Partner

03/2019 - 02/2022

Purple Innovations LLC | McDonough, GA

- Served as link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Oversaw staffing needs, performance reviews, staff development and training procedures and coaching initiatives.
- Managed employee engagement and communication activities, guiding employee safety and workers' compensation activities.
- Coach and mentor frontline and mid-level leaders
- Administered human resources plans and procedures company-wide to guide both management and employees.

- Diagnosed potential personnel issues to create action plans to eliminate complications.
- Assisted in employee recruitment, hiring and interview processes.
- Handled employee discipline and termination to address policy infractions.
- Launched innovative incentive program to achieve low turnover rate in highly competitive market.

Human Resources Generalist

04/2018 - 04/2019

Apco | Atlanta, GA

- Engaged in data collection, identifying organizational needs and development solutions.
- Conducted employee hiring and exit interviews.
- Worked on 401(k) administration, FMLA and workers' compensation claims and benefits.
- Audited job postings for old, pending, on-hold and draft positions.
- Researched employee relations issues and conducted meetings with employees and supervisors.
- Distributed monthly email communications (Safety and DFWP newsletters), monthly employee meetings, birthday and anniversary lists; order monthly cakes and Anniversary gifts
- Facilitated transition from paper to electronic time sheet for staff, improving flexibility and eliminating manual entry time.
- Conducted background checks, reference checks and employment verification.

HR Administrator / Headquarters Administrator

04/2015 - 12/2016

Hitachi Transport | Torrance, CA

- Managed all human resource documentation, including new hire letters, employee contracts and corporate policies and procedures.
- Regularly updated HR databases to reflect employee information, changes in benefits and other details.
- Supervised onboarding process for newly hired employees, including distribution of all paperwork.
- Built and developed lasting relationships with employees, peers, upper management and outside vendors.
- Answered employee questions regarding health benefits and 401k options.
- Analyzed employment-related data and prepared reports.
- Searched for qualified job candidates using computer databases, media advertisements or employee referrals.
- Administered employee benefit plans.
- Scheduled or conducted new employee orientations.

Education and Training**AA:** General Education
Brooks College | Long Beach, CA

Natasha Leverette

Roosevelt, NY 11575

tashacl.pr@gmail.com

+1 818 852 4939

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Human Resources Generalist

Benevis Dental Management LLC - Atlanta, GA

January 2021 to Present

Partners with and builds relationships with regional management teams to enable a positive Nevis values and approaches. May coach the leader and leadership team as needed. First line of direct contact for all human resources inquiries, regarding Performance, Disciplinary process, Provider changes, Terminations, Resignations, and Confidential matters regarding the workplace or environment. Collaborate with business leaders to identify business priorities. Ensures the alignment of the people plan, people programs, and tools with business strategic goals. Act as an HR expert across the company and/or the industry to advise on the development and implementation of the holistic people plan (e.g., talent management, leadership effectiveness, diversity and inclusion, culture). Create Standard operating procedures for company wide policies. Ensures Human Resources (HR) are aligned across businesses and stakeholder businesses within the specific area. Ensures HR information across the organization is accurate and up to date (e.g., immigration, mobility, offer governance). Drives compliance with Benevis practices around HR activities. Provides corporate opportunities for improving HR processes. Contracts with various stakeholders to ensure the work lands (e.g., Finance, Payroll, Procurement, Corporate, External, and Legal Affairs [CELA]).

Human Resources Manager

Caring People INC

February 2015 to September 2021

Daily Hr duties Set high standards and manage talent acquisitions. Daily Sourcing , Recruitment , hiring and On-boarding duties . Host Orientation of new hires Oversee the Maintaining of governmental compliance policies.Administrative director of business operations. Coordinating and hosting in-services for current employees . Manage employee productivity of Human Resources Department for Nassau County office .Maintaining employee compliance database. Composing all HR requested letters for employees. HRIS , ADP, in house hr software

Preparing and reviewing compensation and benefits packages. Administering health and life insurance programs.Implementing training and development classes .Answering all employee requests.(Paycheck issues, Hours, tardiness, Time off, In-office appointments, Work related issues) . Payroll review submission review, collect timekeeping information of employees, manages benefit packages with payroll software and accurately calculate pay according to the hours worked.Manage any employee complaints and questions regarding payroll and investigate and resolve any errors in payroll in a timely manner.

Billing Supervisor

Central Nassau Guidance and Counseling Services - Hicksville, NY

April 2012 to December 2014

Responsible for daily billing functions. Front-end office patient insurance verification. Order medical records for insurance payment process. store, maintain and update in house medical records via Database & filing. Client intake for substance abuse meetings pertaining to D.W.I, D.U.I court Cases. Drug offender intake. Sets up residential program billing for clients. Disputing appeals to insurance companies for payment .

Inputs client data for Daily group and individual meeting with mental health physicians. Reconcile front-desk cash payments from clients and creates deposits slips for bank. Runs monthly reports for PROS program. Monthly set up billing for CCB

Medicaid programs within the agency. Daily data patient financial entry to maintain and keep clients billing ledger correct. Establish and maintain effective working relationships with physicians, staff, and management. Document work processes as required. Demonstrate courtesy and helpfulness toward patients and their families. Perform other duties as assigned. Ordering office supplies. Adhere to all health and safety protocols, including HIPAA and OSHA. Remaining professional and courteous at all times. Managed office ,Processed billing, collections, deposits and orders on a daily basis .Public relations assistant corporate event planing social media director

Accounts Receivable Representative II

North Shore Long Island Jewish Health System

September 2007 to March 2014

Daily clerical administrative duties that are composed of responding to a high volume of telephone calls, typing, filing, inputting patients data into proper computer programs, updating customers' files and accounts, etc.

Account reconciliation

Post codes and denials on patients' accounts to provide accurate information for present and future visits and/or inquiries with their health provider.

Scan patient summary of benefits from the front-end registry to have readily available for the doctor/nurse to ensure legitimate coverage.

Order and send medical records to determine paid benefits, or options from insurance companies, that will later benefit the needs of the patient.

Education

Certificate in Esthetics

Brittany Beauty School - Levittown, NY

November 2017 to May 2019

Associate in communications

Nassau Community College

September 2009 to June 2012

Certification in Medical Billing and Coding

Franklin Career Institute - Hempstead, NY

January 2007 to June 2007

Master's degree in Criminal Justice

Farmingdale State College

Skills

- Account Reconciliation
- Accounts Receivable
- Balance Sheet Reconciliation
- Employee Orientation
- Human Resources Management
- Medical Billing
- Medical Coding
- Recruiting
- Benefits Administration
- Management
- Financial Report Writing
- ICD-10
- EMR Systems
- General Ledger Accounting
- Insurance Verification
- Bank Reconciliation
- Journal Entries
- Microsoft Dynamics GP
- Financial Analysis
- Accounts Payable
- Tax Experience
- Workers' Compensation
- Epic
- QuickBooks
- Forecasting
- Office Management
- Event Planning
- SAP
- Sage
- Auditing
- SOX
- Human Resources (5 years) Accounting Skills: Bookkeeping -- Proficient October 2020 Calculating and determining the accuracy of financial data. Full results: Proficient Customer Focus & Orientation -- Proficient July 2019 Responding to customer situations with sensitivity. Full results: Proficient Supervisory Skills: Motivating & Assessing Employees -- Expert May 2019 Motivating others through feedback to identify improvements or corrective actions. Full results: Expert Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.
- Software troubleshooting
- Customer support
- Technical support

- Content creation
- Help desk
- Agile
- B2B
- Oracle
- Financial concepts
- Medical office experience
- Recruiting (5 years)
- HR sourcing (5 years)
- ADP
- Conflict management
- Negotiation
- Analysis skills
- Employment & labor law
- Talent acquisition
- Financial statement preparation
- Interviewing
- PeopleSoft
- HRIS
- Pricing
- ATS
- Social media management

Certifications and Licenses

Medical Billing and Coding January 2007 to June 2007 Program topics include medicalterminology; insurance plans; medicalethics; HIPAA; diagnostic and procedural coding; coding compliance and auditing; physician and hospital billing; Medicare, Medicaid, and TRICARE.

Neha Rakshit

E-mail: neha2014us@gmail.com

Cell : +1-267-615-8792

West Chester - 19382

Summary:

Human Resource and Administration with over 10 years of comprehensive including recruitment & selection, conflict resolution, change management, labor relations and benefit administration. Professional HR and Administration experience for newly set up organisation as well. Proven ability to implement strategic plans for talent acquisition.

Professional Experience:

Takeda Pharmaceuticals Ltd (Exton)

Employee Lifecycle Management – Human Resource

Jan 2021- Dec 2022

- Maintaining employee work and life event changes in Workday and employment files.
- Proficient experience to work in US and OUS (Promotion, Transfer, Demotion and Compensation changes, Data change).
- Provide promo letter to employees.
- Processing transactional requests from HR and Manager. Analyze and enter data change requests in an accurate and timely manner.
- Auditing activities to ensure accuracy and compliance of data. When necessary, provide guidance to the HR requestor related to maintaining data integrity within HR systems.
- Proactively provide suggestions for process improvements.
- Assisting in researching common issues relating to all areas of HR processes.
- Generate basic data reports as requested and assist in process documentation/updates. Ensure quality and accuracy.
- Maintaining Daily communication and plans In power BI.

Axion HealthCare

Team Lead

March 2020- Dec 2020

Call to Patients and update their Medical Records.

Following closely sets of outlined instructions, processes, and procedures in accordance with the department and company policies. and quickly adapting to changes and modifications.

Communicate with patients/medical professionals regarding order status and possible information needed to resolve coverage issues.

Working independently with little to no supervision on goal-oriented projects and tasks.

Saint Gobain Certain Teed

Total Rewards Assistant

June 2017 – June 2018

- Maintaining HR contact updates (Disability and FMLA)
- Handling Benefits and Compensation employees issues.
- Handling Towers Cases.
- Maintaining QMSCO (Qualified Medical child support order) Documents.
- Processing Wires.
- Checking Live Well Emails and uploading LSAs/ LW Credits.
- Update Live Well Champions list.
- Maintaining binders for B. Com, Del.Com
- Sending HR Distribution emails.
- Assists in benefits data gathering, analysis, system input
- Auditing for employee medical investigation.
- Performs administrative activities such as travel arrangements, meeting planning, invoice payments, event planning, filing, ordering supplies, and document preparation, interfacing with internal and external contacts as required.

Flint Group

Administration and Customer service

March 2017 -May 2017

- Maintaining the Timecard of employees.
- Organising and storing paperwork, documents, and computer-based information.
- Arranging
- Maintaining the Files of the Customer and Vendor.
- Working closely with customers in regard to order entry,
- generating invoices, and general questions.
- Corresponding via email in regard to order receiving and
- New order entry in the SAP System

- Tracking the shipping information of the customer order

Global Interworks Solution System
Human Resource Coordinator

January 2016 – March 2017

- Established recruiting requirements by studying organization plans and objectives.
- Built up applicant sources by internet sites, Job portals and ATS.
- Schedule and conduct initial interviews following the Uniform Guidelines on Employee Selection and in accordance with the company affirmative Action Plan.
- Recruits, check references, and screens applicants based on Employee Requisitions.
- Develops sources of qualified applicants, screen applicants, schedules and conducts interviews, checks references, and provide background release to safety for processing.

Gangotri Enterprises Ltd
Human Resource Business Partner and Administrator

December 2011 – February 2014

- Booking rooms and conference facilities.
- Arranging in-house and external events.
- Arranging travel and accommodation for staff or customers and other external contacts.
- Recruitment & Selection: Established recruiting requirements by studying organization plans and objectives; meeting with managers to discuss needs.
- Finalized interviews and keeps track of selected candidates with join date, updates management accordingly.
- Drafts offer letters, appointment letters, confirmation letters, relieving letter and experience letters.
- Training & Development: Designed Training Calendar based on inputs from HODs and final performance appraisal reports. Organized and facilitated the training and development activities in the organization with many other trainers like Emerson, Parker etc.
- Maintained training records and analyzed the training feedback by employee and publishing subsequent report.
- Data Management & Resolution: Responsible for all employee's data and making report.
- Maintaining Employee's personal files and their daily work Report.
- Managed Performance Management System: Distributing appraisal forms, taking feedback from appraise & assessing performance levels using rating scales/ranking methods.
- Compensation & Benefits: Handling the Overall Attendance and making the salary sheet after deduction as per the policy.
- Implemented an Employee Reward Program.
- Managed Employee Relations, Welfare, and Grievance Handling.
- Conducted Exit Interviews, Feedback, and Action and Suggest changes for improvement.
- Kept track of employee birthdays, and organized gifts.

Reynold India Pvt Ltd
HR Generalist and Administrator

July 2009 – November 2011

- Recruitment & Selection.
- Training & Development.
- Employee Data Management & Resolution.
- Managed the Performance Management System.
- Employee Engagement
- Booking rooms and conference facilities
- Arranging in-house and external events
- Organising and storing paperwork, documents, and computer-based information.
- Photocopying and printing various documents, sometimes on behalf of other colleague.
- Devising and maintaining office systems
- Arranging travel and accommodation for staff or customers and other external contacts.

Education & Certifications:

- Master's Degree completed in 2009 in Human Resources Management and Finance, Sunder Deep Engineering College Ghaziabad, Uttar Pradesh, India.
- Behaviour Based Safety Certification.
- ALISON e-learning.
- Human Resource Generalist Training.

Technical Skills:

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint).
- Boolean Search, Job Portals Software (Indeed, Career Builder, Monster etc.).
- ATS (Applicant Tracking System), PeopleSoft, Towers Watson.
- HRIS Software and Power BI.
- SAP Business Processing System.
- On boarding/New Hire Training, Employee Relations, Welfare, and Grievance.
- Data Analysis/Reporting,
- HR Policies & Systems.
- Mail Merge.
- Workday, Snow for cases.

Contact

2165135191 (Mobile)
nsharma0886@yahoo.com
www.linkedin.com/in/neha-s-39402014a (LinkedIn)

Top Skills

Functional Design
Requirements Management
Pivot Tables

Languages

Punjabi (Native or Bilingual)
Hindi (Native or Bilingual)

Certifications

Project Management

Neha Sharma

Human Resources
Greater Houston

Experience

Dell Technologies

HR Coordinator- HRIS Analyst
December 2021 - December 2023 (2 years 1 month)
Austin, Texas Metropolitan Area

- Lead Workday HRIS implementation team.
- Play a key role as a support in various Workday HCM modules including Core HR, Recruiting, Payroll, Time Tracking, Absence, Compensation, Benefits, Advanced Compensation, Talent Modules related to User access to the Workday system
- Hands on experience in Standard reports, Calculated fields and custom reports, created and maintained Custom Workday reports and modify/ troubleshoot.
- Updating the Employee records and data like updating and adding the legal names, local names, put applicants, change jobs, crate & edit position, hire employee, contract/end contingent worker, update the salaries.

Accurate Staffing

Human Resources Generalist
January 2017 - December 2021 (5 years)
Akron, Ohio, United States

- Recruiting for Warehouse & Manufacturing Positions
- Recruiting for Medical office staff & Nursing Positions
- Kronos to Workday implementation, onboarding, recruiting, orientation, drug testing, background test, payroll, compensation, benefits

Starbucks

General Manager
August 2014 - January 2017 (2 years 6 months)
Akron, Ohio, United States

Education

DeVry University

Bachelor's degree, Human Resources Management · (January 2018 - June 2022)

Stark State College

Associate's degree, Accounting and Finance

Neici Marshall

HR OPERATIONS MANAGER

Atlanta, GA | 404.740.3100 | neicimarshall@outlook.com

Objective

Strategic HR Operations Manager with 8 years of demonstrated success in remote recruitment/sourcing, people operations, and business development across tech, cybersecurity, education, and non-profits. Seeking a remote role to leverage a track record of results, foster professional growth, and enhance organizational talent.

Experience

HR Operations Manager | EKG Security | Remote August 2020 – May 2024

- Managed a team of 5 – 10 TA and HR associates nationwide.
- Orchestrated end-to-end remote recruitment/sourcing processes for technical positions in tech, cybersecurity, telecommunications, non-profits, and education.
- Successfully filled and onboarded critical roles in education, non-profits, cybersecurity, and telecommunications, meeting hiring targets ahead of schedule.
- Designed and implemented innovative sourcing strategies, including leveraging social media, talent networks, and industry events, resulting in a 23% increase in candidate quality.
- Led the implementation of Kwantek, Indeed, and LinkedIn (ATS), improving overall recruitment efficiency by 27%.
- Utilized UKG and ADP.
- Retaining prospects and employees through relationship building and candidate engagement.
- Ensure compliance with legal and regulatory requirements in recruitment processes.
- Developed DEI (Diversity, Equity, and Inclusion) policies and procedures for recruitment, hiring, training, and retention.
- Collaborate with HR teams to seamlessly transition candidates from sourcing and recruitment to onboarding.
- Developed and monitored overall HR strategies, systems, tactics and procedures across the organization.
- Bridge management and employee relations by addressing demands, grievances or other issues.
- Conducting quarterly performance and wage reviews.
- Treat employees as internal customers and increase their satisfaction.
- Support employees on a day-to-day basis and answer questions about benefits and company policies.
- Keep track of and analyze HR and DEI metrics.
- Utilized Google C-Suite, Microsoft (Excel, Word, PowerPoint).

Human Resources Supervisor | World-Wide Technology | Remote June 2019 – August 2020

- Specialized in recruiting top-tier talent for technical roles, ensuring alignment with organizational goals.
- Conducted personalized career coaching sessions, aligning candidates' aspirations with company opportunities.
- Collaborated with cross-functional teams to develop targeted recruitment strategies using ADP (ATS and HRIS), achieving a 15% reduction in time-to-fill.
- Utilized Microsoft Office Suite (Teams, Word, Excel, Outlook, SharePoint, Skype, etc.)

Human Resources Manager | Passion for Life, INC. | January 2017 – April 2022

- Managed all interns and 2 – 4 HR associates.
- Created and managed client (university, school systems, and other non-profits) relationships.
- Created and managed the non-profit book of business.
- Offered career coaching services to students and recent graduates across various industries, guiding them through career transitions, skill development, and goal setting.
- Conducted workshops on resume building, interview preparation, and effective job search strategies.
- Collaborated with Universities, non-profit organizations, and public-school systems nation-wide to help coach and match students with passions and career opportunities.
- Acted as DEI liaison, while developing communication strategies to address and avoid discrimination, bias, or harassment.
- Established a strong network of industry contacts to assist interns, new graduates, and those looking to make career changes in identifying potential career opportunities.
- Created a fluent Human Resources department while training, recruiting and constantly building upon our SOPs.
- Led the implementation of JazzHR to fit needs, transitioning from SmartRecruiters.

University Career Coach | Passion for Life, INC. | August 2016 – January 2017

- Offered career coaching services to individuals across various industries, guiding them through career transitions, skill development, and goal setting.
- Conducted workshops on resume building, interview preparation, and effective job search strategies.
- Implemented and Utilized SmartRecruiters, Indeed, Handshake, and Symplicity ATS systems to recruit interns.
- Led virtual open houses and orientations for universities, interns, and volunteers.
- Utilized Zenefits for HRIS.
- Utilized Google C-Suite.

Education**Clayton State University, BS Psychology and Human Services****2022**

Major: Psychology and Human Services

Georgia State University, AS Psychology 2018

Major: Psychology

Skills & abilities

People Management
Human Resources Management
Talent Acquisition
Career Coaching
Problem solving
ATS Implementation
Communication
HR Leadership
Recruiting
Technical Knowledge
Organization
Research
Customer Service
Employee Development and Relations
Teambuilding
Sourcing Strategies
Employee Retention

Nick Bert
Monroe, MI
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nicholasbert@hotmail.com
www.linkedin.com/in/BertNick

Professional Statement

Current Regional Talent Acquisition Specialist for Prestige HCM overseeing talent acquisition/recruiting efforts for 17 skilled nursing facilities, that is highly organized and well-versed in Human Resource Knowledge. Motivated by the drive to succeed while continuously learning and developing core attributes that will further my career goals.

Education

Bachelor of Organizational Leadership and Management/Minor in Marketing, University of Toledo, Toledo, OH (Completed May 5, 2017)

Work Experience

Prestige Healthcare(Medilodge Group), Michigan (Remote)
Regional Talent Acquisition Specialist

May 2022-Present

- Designed and implemented multiple ad campaigns with a concentration on recruiting but also building company recognition among potential candidates.
- Stay up to date with current competitive data, industry trends, labor market conditions, and sourcing methods to better recruiting process.
- Created/updated verbiage of posted job descriptions this also includes personalized direct messages as well.
- Sourced candidates through multiple databases (Company ATS, indeed, etc.) and popular social medias (LinkedIn, Facebook, Instagram, Snapchat).
- Allocated monthly recruitment funds for sponsored positions
- Screened Resumes, Interviewed Candidates, and set up onsite Interviews as needed
- Reallocated surplus applicants to the nearest facility or position that best matches their skills.
- Developed and grow a resource pool of Nurses to place in multiple facilities (DONs,RNs, LPN, CENAs)
- Worked directly with regional directors of operations to determine staff needs and what recruiting/marketing strategies to implement to fill those needs.
- Filling senior-level positions, as well as positions in regional operations and management
- Researched, set up, and attended Career Fairs and Recruiting events
- Kept track of all KPI's pertaining recruitment efforts and complied into weekly reports to show and recommend best practices that optimize recruiting efforts so that funds aren't wasted.
- Lead Monthly Regional meetings to showcase current Talent Team efforts and discuss current urgent needs of the region
- Decreased total amount of monthly open positions for 17 skilled nursing facilities by over 100 close reqs

- Assists with background and reference checks for all corporate positions, and community position as needed
- Provided and assisted with ATS training with facility staff involved in the full cycle recruitment process

**Jones Lang LaSalle, Ann Arbor
Facility Coordinator for Google**

August 2021-May 2022

- Conduct Daily walkthroughs of facility to ensure building is up to code, clean, and organized to the client's preference.
- Provide assistance at other facilities, working on site with client FM as needed.
- Manage vendor group in regards to contract, responsibilities, the onboarding of new employees, and educating them on the client's culture/policies.
- Ensure that the client's contract requirements are met and exceed key performance indicators
- Assist in actively tracking employee issued equipment and ordering newly requested equipment
- Assist I.T department when installing and setting up employee equipment.
- Actively engage in ESG meetings with Michigan Team on the Clients account, proactively learning and relaying information that will better help the company with greener initiatives
- Conduct monthly sustainability reports that monitor carbon, water, waste, etc. in regards to staying green and watching building costs.
- Conduct weekly operational project summary reports in regards to labor allocation and costs.
- Scheduled and manage repair progress with maintenance team on all projects in regards to building integrity and upgrades
- Provide adequate information in regards to protocol, building code, and covid 19 policy to vendors, facilities team and other service providers as required to ensure excellent coordination and execution of work, with minimal disruption as per the client's request
- Update and maintain accurate records and official documentation that support information links pertaining facility management accessible to client's employees and other contractors on the account
- Assist in locating/relocating 700 assigned employees desk areas to ensure client's employees work efficiency is optimized through work place management system (Tririga)

**Caretel Inns/Applewood Nursing Center, MI
Recruiting/Sourcing Specialist**

August 2019-March 2020

- Created a recruiting strategy for five nursing home facilities in MI
- Implemented new job descriptions for posted positions to increase applicant flow
- Sourced new talent lines for recruitment
- Maintained spread sheets of all applicant's info to better sourcing process
- Established lines of communication to all CNA training facilities and Universities in a radius of 35 miles from each nursing home
- Pre-screened all potential candidates and contacted professional references provided
- Arranged interviews for qualified candidates with department directors
- Assist Director of Recruiting for parent company when needed
- Sourced and recruit for executive level positions (DONs, LHNAs, etc.)
- Develop, implement and maintain spreadsheets regarding turnover, retention and new hire ratio
- Monitor all termination causes to better retention strategies
- Ensure that the facility is in compliance with current applicable federal and state employment regulations regarding wages, overtime, work hours, workers compensation and unemployment.

- Oriented new personnel to facility and explain personnel policies, procedures, payroll procedures, safety regulations, etc., as established in our operational policies and procedures

**EduStaff, Monroe, MI
Substitute Teacher**

February 2019– August 2019

- Multiple School District Substitute for K-12

**Henkels & McCoy Inc., Canton, MI
Human Resource Specialist**

July 2018 – September 2018

- Schedules on-site interviews with management, professional, and craft labor
- Performs background checks for new hires.
- Responsible to ensure pre-employment, random, post-accident and reasonable suspicion drug and alcohol tests are complete and compliant.
- Monitors compliance with clients I-9 requirements with Subcontracts and Payroll Administrators
- Conducts new hire orientation for the Detroit region craft and non-craft personnel.
- Ensures compliance with DOT agency regulations, maintaining thorough familiarity with state and federal regulations, company policy, union agreements and daily operating procedures.
- Ensures program confidentiality, making sure the program complies with Department of Transportation (DOT) regulations and maintaining all documentation
- Orders and maintains inventory of new hire orientation.
- Monitors annual and semi-annual required re-training requirements and ensures compliance with employees.
- Ensuring compliance with customer contract terms and conditions

**Hojeij Branded Foods, Allen Pierce United, Romulus, MI
Human Resource Coordinator**

March 2017-March 2018

- Pre-screened applicants then narrowed down the most suitable to be interviewed by the managers
- Completed and verified hiring documentation and government forms
- Redeveloped paper work and implementing new strategies to shorten the hiring process
- Converted preexisting paperwork into fillable pdf forms
- Processed newly hired Team Members into various IT & Payroll Systems
- Facilitated orientation for new Team Members
- Explained company Benefits to new and existing employees
- Created and maintained matrix regarding talent acquisition and terminations
- Created Monthly and Yearly employee turnover and retention reports for 14 locations containing 500600 employees
- Conduct Investigations on Suspended employees, then partner up with the HR director to move forward with decision
- Followed rules corresponding to the Unions collective bargaining agreement
- Maintained various HRIS programs regarding confidential employee information

Victoria Day Spa, Monroe, MI
Social Media Marketing Leader

January 2010 – April 2016

- Created graphics and content to utilize in digital marketing and promotions
- Planned and implemented social media campaigns on Facebook
- Created newspaper advertisements in order to increase brand awareness
- Organized the marketing calendar

Guardian Industries, Carleton, MI
Data Entry Clerk

May 2010 – April 2016

- Handled and transferred materials to different areas
- Assisted Process Engineering team in various projects
- Transfer data sheets for process targets to computer spreadsheets utilizing an access database
- Provide assistance to float lines and support management

Skills

- Adaptable
- Quick Learner
- Communicative
- ADP, Oracle, Taleo (ATS), Kronos, Workday, Symplr, HCS, UKG
- Proficient in Excel, Inkscape, Canva, and Adobe
- ATS, HRIS, digital marketing, recruitment marketing.

Nicole E. Isom, MHA, PHR

Email | 772-332-7203 | Jacksonville, Florida | [LinkedIn](#)

Professional Experience

ORION | Fintech Industry

Vice President, Talent Management

Present

Omaha, Nebraska (Remote)

October 2021 –

- Directed end-to-end talent acquisition strategies focused on branding and attraction resulting in a decrease in time to fill from 76 to 31 days, offer acceptance up to 98%, diversity of hires from 11% to 33% of underrepresented minorities and 29% to 42% of women.
- Developed talent planning programs that enabled internal mobility for talent mapping to increase from 27% to 66% through the identification of successors, enhancing the employee experience, and support of emerging talent.
- Implemented leadership development programs, including mentorship initiatives and coaching, contributing to a 15% improvement in leadership effectiveness.
- Led the development and execution of the company's diversity, equity and inclusion strategy, resulting in a 25% increase in diversity representation and employee experience through assessment and program development.

And Still We Rise | Healthcare Industry

Director of Practice Operations (Part-Time)

Boston, Massachusetts (Remote)

December 2018 – Present

- Implemented operational practices and processes that support the mission and goals of creating healing spaces for historically marginalized communities.
- Developed customer journey analyses resulting in a 24% increase in client satisfaction scores.
- Optimized processes, procedures, and symptoms to achieve organizational payor mix goals resulting in a 42% increase in revenue year over year.
- Implemented programs to enhance employee engagement and promote an inclusive workplace, leading to a 33% improvement in employee satisfaction and a reduction in turnover.
- Collaborated with external partners, such as insurance providers and community organizations, to improve patient access to mental health services.

Hueman People Solutions | Healthcare, Tech, and Finance Industries

Director, Talent Solutions Consulting & Head of DE&I

Jacksonville Beach, Florida

July 2020 – October 2021

- Developed and executed strategic talent management initiatives, including workforce planning, talent acquisition, and succession planning.
- Conducted client needs assessments and gap analyses to identify opportunities for talent optimization and performance improvement.
- Led client workshops and presentations on talent-related topics, providing insights and recommendations to improve organizational effectiveness.
- Implemented organization-wide strategies to embed DE&I into 8 business lines and their correlating clientele - including recruitment pipeline expansion, executive coaching, staff education, programming, marketing strategy and increased engagement and retention of employees.
- Conducted DE&I assessments and curated resolute councils for clients in healthcare, technology, and private equity spaces to drive new business in consulting work across the country, maintaining and growing P&L.

Manager, Corporate Employee Experiences (Human Resources)

October 2018 – July 2020

- Developed a high-touch nurturing program to enhance engagement through employee lifecycle from recruitment to separation that led to placement on the Great Place to Work® and FORTUNE lists in the 99th percentile.
- Created a collaborative workforce planning model that decreased yield and candidates time in process while increasing the number of corporate hires by 31% year over year.
- Served as business partner to senior leadership to develop and implement HR strategies aligned with business objectives.
- Elevated team structure and delivery models including project management processes, technology implementation, team restructuring and alignment with shared services teams.

Manager, Recruitment Process Outsourcing Services

October 2016 – October 2018

- Collaborated closely with clients to understand their hiring needs, establish key performance indicators (KPIs), and deliver customized RPO solutions.
- Developed and executed strategies for talent pipeline development, sourcing, and candidate engagement.
- Conducted regular client meetings to review recruitment metrics, address concerns, and identify areas for improvement.
- Led the growth and development of talent acquisition partners through regular performance acceleration conversations by identifying both areas of strength and opportunity during weekly 1:1 strategy meetings and quarterly reviews.

Healthcare Recruiter and Partnership Manager

August 2013 – October 2016

- Supported recruiting strategies to send qualified talent pool of professionals such as healthcare executives, physicians, licensed healthcare providers, admin support, and environmental services.
- Developed sourcing strategies, pre-screened candidates and delivered pre-qualified diverse candidates for hiring manager's evaluation.

- Collaborated with hiring managers to understand position requirements and ensure alignment with organizational goals.
- Managed student recruitment programs to support a pipeline of candidates from area colleges and universities.

Just Ladies Healthcare | Healthcare Industry*Operations & Human Resources Specialist***Fort Pierce, Florida***January 2009 – August 2013*

- Recruited, hired, and onboarded clinical and administrative staff for obstetrics and gynecology practice.
- Managed the ongoing human resources needs of the group practice through expansion to additional locations.
- Verified and updated patient information, ensuring accuracy in electronic health records (EHR) systems.
- Collaborated with the billing department to ensure accurate and timely processing of patient invoices.

Education & Certifications

Master of Health Administration
Bachelor of Health Administration

University of North Florida
Jacksonville, Florida

Senior Talent Management Practitioner™
Professional In Human Resources (PHR®)
Certificate In Diversity and Inclusion in HR Management

Affiliations & Skills

- **Affiliations:** Social Justice Committee Board Member for Money Management Institute (MMI), Student Affairs Community Board Member for the University of North Florida, Society of Human Resources Management (SHRM), Florida Diversity Council, ImpactJAX and Alpha Kappa Alpha Sorority, Incorporated
- **Skills:** Organizational Leadership, Employee Engagement, Culture Transformation, Client Relationship Management, Diversity Equity & Inclusion, Talent Acquisition, Performance Management, Learning and Development, Client Management, Budget Management, Global HR Knowledge, Ethics, Communication and Relationship Building, Legal and Regulatory Compliance
- **Software Experience:** Workday, ADP, Jobvite, UKG, JazzHR, Gusto, SilkRoad, CultureAmp, Microsoft Office Suite, SmartSheet, Canva, Google Workspace, Social Media Platforms

NICOLE LE BLANC

PERSONAL PROFILE

A well-seasoned manager with over 17-years experience in global travel. A team player with excellent attention to detail/time management skills. Proven expertise in product management, content creation, copywriting and editing.

CONTACT

 24434 Nicklaus dr M5
Valencia, Ca 91355

 ncleblanc00@hotmail.com
 661-644-6553
 Nicole C. Le Blanc

EDUCATION

Moorpark College

WORK EXPERIENCE

Planner I, Princess Cruises

AUG 2021 - SEP 2023

Liaison between onboard operations, global talent partners and onboard human resource managers to ensure galley crew for Holland America and Seabourn are sufficiently staffed and thoroughly maintained. Ability to expedite and effectively process urgent emails amid a high-volume inbox. Ensured establishment numbers were communicated to management assisting talent acquisition throughout the onboarding process. Performed daily audits and analytics via Tableau, CRM database and Power BI.

Social Media Specialist, Viking Cruises

MAY 2019 -JUL 2021

Created, curated and edited content and copy for the brand across multiple public-facing social platforms including: Facebook, Instagram, LinkedIn, Trip Advisor and BBB. Compiled and analyzed monthly metrics to glean insight into trending topics to exceed ROI expectations. Maintained brand awareness through community engagement. Created monthly content calendars. Quantified extensive online content and compiled daily reports to the executive team. Excellent time management/written and verbal communication skills.

Onboard Cruise Consultant, Viking Cruises

MAY 2017 - AUG 2017

Chosen by the VP of Sales to spearhead an onboard sales pilot program for the European river market. Comprehensively responsible for onboard guest retention sales through relationship building, lectures and monthly analytics. Spent 3 months onboard Viking Ve & Gefjon from Amsterdam to Budapest securing over 200k in revenue retention over a period of 6 sailings.

Operations Product Manager, Viking Cruises

MAY 2014 - MAY 2019

Intermediary between overseas land operations, hotel managers and fleet, ensuring the completion of hotel contracts, transfer manifests and ship manifests for 12 ships in Viking's river cruise fleet. Liaised with global partners to ensure hotel allotments were met by the predetermined contract dates. Maintained excellent relationships with global vendors.

Group Sales Contract Coordinator, Viking Cruises

FEB 2012 - MAY 2014

Worked as an internal travel agent to assist global travel partners with booking large groups. Ensured global agents were thoroughly informed regarding policies, contract details, contracted rates, complementary berths and commission scale breakdown. Managed correspondence between Directors of Business Development and global agents and provided marketing materials and assistance with SEO's, to push online traffic to business partner sites.

Pamlia Mouzon

P.O Box 492062, Lawrenceville, GA 30049
404.447.5713 • pamlia.mouzon@gmail.com

Talented Human Resources Leader with exceptional decision-making, oral and written communication skills. Experienced with implementing strategies in support of organizational and tactical business objectives.

Areas of Expertise:

- *Benefits
 - *Policy Administration and Interpretation
 - *Employee Relations/Coaching and Counseling
 - *Leadership Training
 - *Unemployment Representation
 - *Compensation/Payroll
 - *Recruitment
 - *Employment Verification (E-Verify)
 - *Pre-Employment Screening
 - *Onboarding/Offboarding
 - *New Hire Orientation
 - *Georgia Notary
 - *MS Office Suites (Teams, Outlook, Sharepoint)
 - *HRIS – Paycom, ADP WFN, PeopleSoft-HCM, Service Now, Workday

EDUCATION

Keller Graduate School of Mgmt., Duluth, GA, Masters, Public Administration 4/2014
Keller Graduate School of Mgmt., Duluth, GA, Masters, Human Resources Management 12/2012
Georgia State University, Atlanta, GA, BS in Policy Studies, Specialization: Human Resources 1/2004

PROFESSIONAL EXPERIENCE

CSI Laboratories, Alpharetta, GA June 2022 - Present
Division Human Resources Manager

- Partner with leadership to understand unique organizational needs and challenges.
 - Provide guidance and support to employees regarding HR policies, procedures, and best practices.
 - Administer benefits programs, including enrollment in health insurance and other benefits plans.
 - Collaborate with department managers to address/manage employee relations issues and resolve conflicts promptly, effectively with fairness.
 - Conduct thorough investigations into employee-related issues such as harassment, discrimination, or misconduct.
 - Conduct regular check-ins with supervisors and staff to gather feedback, identify areas for improvement, and ensure high levels of engagement and satisfaction.
 - Assist in the retention of top talent by conducting interviews and developing retention strategies and onboarding/orientation process for new hires.
 - Coordinate and facilitate training and development programs for employees.
 - Liaison between corporate and staff ensuring clear communication and alignment of goals and objectives.
 - Stay informed with industry trends to assist in proactively addressing implications for the organization.
 - Collaborate with other HR professionals, departments and leadership to create and implement HR strategies that support company growth and continuous improvement initiatives.
 - Support the onboarding processes for new hires, providing orientation and ensuring compliance with company policies and procedures.

- Ensure compliance with federal and state employment laws and regulations, stay informed of changes, and maintain accurate employee records.
- Lead performance management process and work closely with managers to set goals and track progress.
- Maintain confidentiality of employee information and ensure data accuracy in HR systems.

Human Resources Generalist

November 2021 – June 2022

- Responsible for managing and executing all activities of the department.
- Conduct employee relations investigations and follow-up coaching as needed.
- Support corporate office in 401k audits, State Labor Department Audits, Compliance filings. (EEOC reporting, AAP reporting, State Wage Reporting).
- Interpret company policies and procedures; provide coaching for guidance to all levels of employees.
- Direct & train HR associate in file maintenance, organizational chart maintenance, and other administrative duties such as onboarding coordination and processes required for all exempt and nonexempt employees, interns, and temporary new hires, and conducting new employee orientations.
- Conduct annual performance reviews and provide supervisors/managers/senior leadership with performance management coaching/training.
- Conduct onsite interviews for all final candidates.
- Review and update job descriptions as necessary.
- Lead Form I-9 audits and personnel file audits.
- Responsible for Leave management, and correspondence with various government agencies regarding unemployment insurance, disability claims, and withholding tax matters.
- Manage onboarding for new hires and personnel changes in HRIS (Paycom).
- Prepare and submit Workers Compensation claims.
- Monitor career-pathing program, employee relations counseling, and exit interviewing.
- Manage existing benefits program including but not limited to Group Medical, Dental, Vision, Life & AD&D, 401k, FSA, HAS and disability programs; work with carriers regarding discrepancies/issues.
- Review, process change requests, approve timecards and payroll deductions in HRIS.
- Stay abreast of current state and federal regulations; advise and propose policy changes in accordance with compliance requirements.

University of Central Florida, Orlando, FL

Division Human Resources Generalist

January 2018- August 2021

Served as a liaison between the University Human Resources office and assigned units. Responsibilities included providing interpretation and advice on HR policies and procedures, providing guidance with the recruitment and selection of employees, employee relations, general compensation and benefits questions, and performance management as well as:

- Develop, facilitate, and organize various training and development sessions for Student Development & Enrollment Services (SDES) Leadership, hiring officials, HR liaisons and general staff.
- Serve as lead HR contact for 30 SDES HR Liaisons.
- Review, prepare, monitor and approve SDES HR Action Forms and on-line recruitment requisitions (Page Up & PVA portal) onboarding and hiring packets.
- Assist SDES departmental leadership and team members with recruitment, onboarding and off-boarding.

- Process and/or approve payroll actions for divisional departments.
- Prepare and review electronic Personnel Action Forms (ePAF), position updates, position establishments, terminations, employment agreement renewals, pay increases (merit, temporary and special pay), dual compensation/employment and FTE or funding distribution changes.
- Prepare and update position/job descriptions, facilitate various compensation functions (compensation analysis, compensation reports, salary surveys, years of experience credit, etc.)
- Assist managers with counseling and disciplinary actions to ensure compliance with external laws and internal guidelines.
- Advise supervisors, managers, and department heads on complex human resources issues.
- Coordinate annual performance appraisal process in collaboration with Central HR.
- Supervise actions of Division HR Assistant and provide assistance to student employees (GA's & FWS)
- Facilitate divisional web-based New Employee Orientation Course.
- Work with Central HR-Payroll, Compensation, Talent Acquisition and Leave Administration groups regarding processing new hires/leave requests.
- Maintain and update departmental documents for Budget and Personnel Services intranet.
- Respond to public information/records requests.
- Promote safety awareness, manage worker's compensation claims and ensure compliance with all federal and state employment laws.
- Stay abreast of current laws and trends in FMLA, FLSA, USERRA and related laws as well as UCF policies and regulations.
- Serve on various committees and panels within the division and represent SDES on university committees.

Prime Care Technologies, Duluth, GA
Director of Human Resources

February 2016- August 31, 2017

- Led and assisted management with annual performance review process
- Assisted executive management with preparation and administration of the Company's wage and salary program and annual benefits renewal process.
- Completed annual EEO-1 reporting.
- Company representative for unemployment hearings.
- Guide management and employee actions by researching, developing, writing, and updating policies, procedures and methods that support the Company's goals and objectives.
- Led talent management activities for salaried and hourly positions throughout corporate footprint utilizing the most cost-effective recruitment means.
- Assisted managers with employee relations issues, counseling and discipline (including terminations) to ensure compliance with external laws and internal guidelines.
- Partnered with hiring managers to develop, review and update job descriptions to ensure compliance.
- Processed H1B Visas and TN Visas for Foreign Nationals company-wide by working with immigration attorney in the various stages of the H1B process.
- Managed the onboarding and offboarding process.
- Managed and administered company benefits program to include comprehensive healthcare (medical, dental, vision, disability and life products and wellness), annual open enrollment, FMLA, LOA, WC, for employees in multiple states.
- Managed employee recognition and Company event planning activities.
- Provided information to authorized agencies (DOL, auditing firms, etc.) regarding HR policies and procedures.

- Developed human resources solutions by collecting and analyzing information, recommending courses of action.
- Monitored business needs and worked with executives, directors, managers, and supervisors to develop internal training or source external training resources.
- Served on SOC 2 and HIPPA compliance committees and assist with special projects.
- Attended conferences and seminars as company representative as well as professional development.
- Ensured compliance with federal, state, and local legal requirements by keeping abreast of existing and new legislation; anticipating legislation; enforce adherence to requirements; advise management on needed actions.

Morehouse College, Atlanta, GA

Benefits Manager

July 2013- November 2015

- Directed and planned the day-to-day operations of group benefit programs (group health, dental, vision,
- administering FMLA leave, tuition waiver, short-term and long-term disability, worker's compensation, life insurance, travel and accident plan, flexible spending plan and 403(b) and 457 retirement plans).
- Collaborated with senior management and insurance broker to investigate, design and improve employee benefit plans; served on Fiduciary/Investment Committee.
- Served as primary contact and resource for plan vendors, third party administrators, faculty and staff.
- Managed delivery of retirement educational offerings (e.g. webinars to educate staff on retirement plans, reviewing and forwarding retirement related brochures to plan participants, etc.).
- Conducted benefits and new hire orientation/training.
- Coordinated annual open enrollment focusing on continuous improvement year over year.
- Worked with payroll and talent acquisition groups regarding benefits for new hires.
- Answered questions related to benefit programs, enrollment process, LOA, WC, payroll deduction discrepancies, and other related subjects.
- Prepared census data for actuarial assessments, audited the accuracy and performance of transactions performed by benefits department.
- Developed communication tools, policies and procedures that promoted wellness activities.
- Maintained and updated knowledge base documents for HR/benefits intranet.
- Audited and reconciled the processing of monthly billings including COBRA, DC retirement plan, medical plans and discretionary benefit plans and the preparation of ACH & wires for payment and administrative fees for all group plans.
- Assisted department team members with recruitment, onboarding and off-boarding.
- Successfully transitioned Morehouse College from one healthcare network to another while continuing to provide excellent customer service to faculty and staff.

Robert Half International, Atlanta, GA

Benefits Analyst/HR Consultant (Contract)

November 2012 – June 2013

Conducted Annual Open enrollment for faculty & staff at Morehouse College. Provided benefits new employee orientation, benefit calculations, product explanations, QLE's, administering FMLA, STD, LTD, LOA, Workers' Compensation, web navigation, policy interpretation, billing reconciliations; processing all benefit related payroll deduction enrollments in BANNER; liaison for all vendor claim issues (enrollments/payroll deduction discrepancies/denials) and retirement plan administration (403b and 457), drafted correspondence, provided advice and counsel to senior management.

Adecco USA, Atlanta, GA

July 2012 – November 2012

Client Relationship Consultant (Contract)

Provide consultative support and guidance for national accounts requiring central order management in the areas of order fulfillment, order management, service solutions, and operational effectiveness.

- Makes recommendations to the field branches on how to improve their submittal acceptance, shares best practices with team members and branch staff to improve overall order management results and service delivery.
- Manage order escalation and provides recommended solutions and strategies to improve field service delivery and order fulfillment.
- Coordinates and consults with hiring managers and/or MSP's to better understand clients' needs and provide clear direction to the servicing branches.
- Manage all customer orders via CM or VMS tool candidate submittals. Responsible for system maintenance of order creation, distribution, system monitoring, and reconciliation between systems.

Staffmark, Atlanta, GA

December 2011 – April 2012

Human Resources Staffing Analyst (Contract)

Assisted with the hiring and on-boarding processes for the world's largest home improvement retailer's peak period.

- Managed high volumes of applicants in a fast-paced retail staffing call center environment.
- Reviewed applicants and screened those that meet minimum requirements.
- Conducted behavioral based interviews.
- Communicated interview schedules, followed-up and responded to applicant questions.

Navigator Staffing, Atlanta, GA

September 2010 – January 2012

Benefits Analyst

HR Representative for J. Smith Lanier/Totem Solutions benefits service center (call center).

- Served as a point of contact for employees with problem resolution related to benefit programs including Annual Open Enrollment, benefit calculations, product explanation, QLE, FMLA, benefit changes, web navigation and file updates with 98% of matters resolved at first tier.
- Advised employees on benefits eligibility guidelines, plan interpretation/policies and options.
- Provided assistance to employees enrolling in benefits programs.

State of Georgia – GDC, Atlanta, GA

June 2007 – August 2010

HR Specialist/Recruiter

Provided direct support to the employment services group that consisted of extensive statewide recruiting activities, career fairs, testing, email correspondence, customer service, and administrative duties in an effort to identify diverse pool of candidates for agency.

- Led agency College Internship Program and Telework/Work Away Program
- Coordinated employee recognition events and ceremonies (includes planning, review, and implementation)
- Provided agency retention services to staff by compiling monthly reports on facility lapse information and vacancy information.
- Handled other employee communications that involved drafting announcements on upcoming events such as social events, wellness and health initiatives, testing procedures.
- Agency received Governor's Award due efforts as Telework/Work Away Coordinator

Walmart Stores, Inc., Chamblee, GA

November 2006- May 2007

Department Manager

Managed team of hourly associates (1 sales Coordinator, 3 sales associates). Responsibilities included: sales transactions, customer service, training & development, strategic planning, coaching and corrective action.

- Responsible for all aspects of SWAS planning process and tracked area activity to ensure goals are achieved.
- Led operational support activities of the department.
- Received recognition for collaborative efforts with other departments.
- Received 1 of only 2 exceeds expectations on performance review given to store wide department managers (23 total managers)

Spherion Staffing, Atlanta, GA

June 2006 - October 2006

Recruiter (contract)

Led full cycle recruitment efforts to attract exempt and non-exempt talent to include on-boarding of new talent. Ensured all HR policies and practices were aligned with key business strategies.

- Fostered relationships with Fortune 100 and 500 employers to provide qualified, professional contract and temporary candidates which increased communication 35%.
- Processed weekly payroll with 100% accuracy.
- Provided administrative support to the office, maintaining employee personnel files with efforts resulting in 100% compliance.
- Leveraged strong interpersonal communication skills to proactively coach, consult and advise temporary workers in the areas of employee relations, training, benefits and overall organizational effectiveness with 100% accountability.

Florida Gulf Coast University, Fort Myers, FL

November 2005-February 2006

Employment Specialist

Trained Department Heads in use of automated system and Search & Screen Guidelines. Updated applicant system, scheduled interviews and entered data into BANNER system. Liaison on with university departments regarding follow-up to employment requisitions. Informed applicants and university departments of employment and referral process.

Jurlique Holistic Skincare, Atlanta, GA

November 2003-August 2005

Human Resources Generalist

Responsible for all HR functions of a multi-state organization which included: recruiting (exempt and non-exempt), initial phone screens, behavioral based interviews, creating job descriptions and job postings, benefits administration (FMLA, New Hire), effective employee relations, updating policies and procedures, providing policy interpretation for employees, company representative for unemployment hearings, approving payroll exceptions, updating employee handbook and training manuals.

- Key player responsible for ensuring programs and policies in employee benefits were properly in place that resulted in 100% accountability.
- Took the initiative to research billing discrepancies of health insurance premiums which resulted in a 65% savings.
- Developed and negotiated employment offers for new hires and assisted in selection of employees for promotion. Used wage/salary data and survey statistics to develop position descriptions, job titles and compensation.

- Leveraged strong interpersonal communication skills to proactively coach, consult and advise managers in the areas of employee relations, training, and overall organizational effectiveness with 100% accountability.
- Created company wide behavioral based interview questions guide for aesthetician, sales associate, and massage therapist applicants.
- Facilitated training programs relating to supervision, ethics, and harassment with legal consultants with 100% participation and accountability.

SunTrust Banks, Inc., Atlanta, GA

July 2000-December 2003

Human Resources Recruiter/Sourcer

Initiated direct sourcing of multi-level candidates for executive recruiting group which included resume mining from various databases, networking, and cold calling. Provided direct support to the organization consisting of initial phone screens, behavioral based interviews, initial assessments, generating reports, administrative support (copying, faxing, filing, record keeping, correspondence, screening email, etc.)

- Developed an Access database tracking system that tracked candidate's data including: the hiring location, candidate's qualifications, education, and assessments administered which decreased processing time 25% until new applicant tracking system was implemented; received recognition for successfully completing the initiative.
- Demonstrated cross functional teamwork by developing prescreening questionnaire for Programmer Analyst applicants for IT recruiting group.
- Key player in the facilitation of New Employee Orientation, utilizing multi-media presentations to provide an overview of company policies, procedures and benefit programs.
- Created a PowerPoint training presentation on behavioral based interviewing which was shared with all corporate recruiting groups.
- Promoted to Researcher role after 1st year of employment as an HR Specialist.

PATRICIA SON

Los Angeles, CA • patriciason145@gmail.com • (404) 643-6001

TRAINING & DEVELOPMENT | PERFORMANCE MANAGEMENT | TEAM LEADERSHIP

PROFESSIONAL SUMMARY

Results-driven Operations Partner with over 9 years of startup experience, specializing in optimizing business processes, enhancing efficiency, and driving growth. Demonstrated expertise in strategic planning, project management, and cross-functional team leadership, with a proven track record of developing solutions that streamline operations. Proficient in analyzing data sets, identifying strategic insights, and implementing strategies for continuous improvement. Collaborative leader with excellent communication skills, adept at building strong relationships across all organizational levels to achieve common goals. Experienced in HR functions including talent acquisition, onboarding, performance management, and compliance with employment laws. Proven success in startup environment in an industry traditionally dominated by non-diverse leadership, while implementing DEIB initiatives to transform and challenge the status quo.

AREAS OF EXPERTISE

Account & Change Management | Conflict Resolution | Cross-Functional Collaboration | Data Analysis | Full Cycle Recruitment | Payroll Admin | Performance Metrics | Process Improvement | Recruitment & Staffing | Strategic Planning |

TECHNICAL SKILLS

Adobe Acrobat | Basecamp | Canva | ChatGPT | DocuSign | Dropbox | Facebook Ads | Google Ads | Google Workspace | G Suite | Jolt | Microsoft Docs + Excel | Microsoft Teams | OneDrive | QuickBooks | Slack | Trello | WordPress | Zoom |

PROFESSIONAL EXPERIENCE

Director of Operations

May 2015 – March 2024

Mr. K Car Wash + Super Duck Car Wash – Multiple Locations

- Directed and handled accounts receivable and payable processes, ensuring precision, efficiency, and accuracy in financial transactions across multiple locations. Managed QuickBooks accounts to maintain financial integrity.
- Created Excel spreadsheets to control labor, inventory, and sales costs, optimizing resource allocation and enhancing profitability without compromising quality standards.
- Reviewed payroll, reports, & invoices for 80+ employees to maintain 100% accuracy and compliance with regulations.
- Streamlined administrative operations by responding promptly to customer and vendor inquiries, managing schedules, leading meetings, coordinating travel arrangements, and organizing customer files.
- Developed and updated employee policies, safety procedures, and training manuals annually to foster a culture of compliance and continuous improvement, achieving over 90% workplace satisfaction rate.
- Conducted thorough investigations and resolved employee complaints, including detailed interviews and compiling reports to ensure fair and compliant outcomes.
- Headed meetings and team events to foster team morale, achieving 99% engagement.
- Oversaw daily operations across six startup locations, aligning activities with organizational objectives to achieve growth targets raising recurring membership sales by 30% in the first 16 months for last two startups.
- Supervised talent acquisition and onboarding processes to ensure a safe and conducive work environment for employees. Conducted exit interviews and managed off-boarding processes while maintaining a 95% employee retention rate.
- Led DEIB initiatives by executing recruitment strategies, ensuring compliance with multi-state labor and employment laws, fostering a culture of inclusion, and providing training on unconscious bias and cultural competency.
- Implemented equipment maintenance protocols, minimizing downtime, and ensuring optimal efficiency.
- Standardized procedures and developed over ten certification exams to ensure consistency and proficiency.
- Devised marketing strategies leveraging Google and social media to enhance brand visibility, maintaining a 4.75/5 star satisfaction rating. Mediated all customer disputes to prioritize satisfaction and retention across all locations.

EDUCATION & CERTIFICATIONS

Bachelor's Degree in Sociology – University of Georgia
Foundations of Project Management Certificate – Google
Talent Acquisition Course Certificate – HRCI

 PV

PATRICIA VENTURA

Patriciaventurajuarez@gmail.com | (404) 446-7316 | Atlanta GA

Summary

Seeking a responsible position in Human Resources where I can use my knowledge and skills to effectively fulfill employees and organizational needs efficiently. Qualifications with demonstrated strength including talent acquisition, onboarding processing, work compensation, payroll, benefits administration, records management, succession planning, employee relations and retention, EBI compliance, I-9 verification, separations, policy implementation and labor relations. Responsible for performing HR duties on a professional level.

Skills

- Bilingual
- Staffing
- HR Management
- Employee Relations
- Onboarding
- Talent Management
- Unemployment
- Recruitment and Selection
- Evaluation
- Applicant Tracking Systems
- Training and Development
- Paychex
- Labor Relations
- Workers Compensation
- Separations
- Policies & Procedures
- Performance Assessment
- Benefits Administration
- New Employee Orientation
- Dispute Mediation
- Employee Handbook Development
- Organizational Development
- Compliance
- Training and Mentoring

Experience

Jaxx Living, Inc.
Human Resource Manager
01/2021 - Current

- Assist and Manage 220 + employees including Administration and Management with any HR related duties
- Work close and assist CEO with personnel planning, improvising new ideas to promote a healthy work culture, improving and implementing company policies, and properly structuring organization efficiently
- Maintain HR Personnel Reports up to date
- Maintain Organizational Charts up to date
- Maintain New Hire Reports up to date
- Track Employee Referrals (Bonus Program etc.)
- Conduct interviews, report and review any potential candidates to CEO
- Recruit and select top talent candidates through job boards and any helpful resources to promote hiring (Indeed, Zip Recruiter, LinkedIn, Newspaper)
- Onboard through payroll software that provides easy access to new hires as well to current employees (PTO, Paystubs, W-2 and more)
- Keeping up to date current employees' personal information (Address, phone number, emergency contacts etc.)
- Process I-9 Forms and verify employment and keeping up to date with USCIS
- Conducting drug screens and accurately ensuring that all results are in compliance to company protocols

- Conducting 101 Benefits Meeting with all new eligible hires
- Conducting yearly Benefits Open Enrollment with all personnel including administration and management
- Providing accurate information and ensuring that all paperwork and information is submitted before deadline
- Attend monthly personnel meetings with CEO and Management to ensure that each department is fully staffed also discussing potential employees who can potentially promote within company, any employees who are not meeting performance expectations etc
- Coaching and counseling management with delivering any disciplinary warnings to employees
- Conducting verbal warnings, disciplinary notices and separations
- Conducting 101 meetings with employees (performance reviews, tracking attendance etc.)
- Processing Unemployment Notices, Child Support Notices, Garnishments etc
- Making sure they're received in a timely manner and avoiding any potential charges
- Keeping up to date with Employee Labor Laws (FMLA, EOC, FLSA, OSHA, COBRA, Disability, UI Etc.) and making sure the employer is meeting these requirements
- Ensuring all employees who are injured at work are provided with the most updated Physicians Panel
- Reporting all Injury reports to Workers Compensation Insurance
- Direct all Work Compensation open cases and follow up with Work Compensation adjusters
- Assisting Accountant and Treasurer in processing payroll
- Approving PTO and vacation time for all employees
- Maintain all personnel files accurate and occasionally audit all personnel files
- Track all employee time cards
- Conduct Site tours to all interviewing candidates
- Improvise new ways to maintain a healthy work environment for all employees
- Reviewing and approving raise requests.

Automation Personnel
Human Resource Specialist
 01/2018 - 01/2021

- Maintain all employee and applicant documentation as directed
- Manage and track all employee disciplinary action
- Coach and guide managers before executing employee disciplinary actions
- Maintain and process all unemployment notices of entitlement and potential charges in a timely, efficient manner
- Attend unemployment hearings when necessary
- Assist with recruitment tasks when needed (job posting, reviewing applications, interviews etc.)
- Monitor tardy and absenteeism reports and ensure proper documentation is issued on employees who have excessive tardiness or absenteeism problems
- Maintain and update employee information (change in address etc.)
- Ensure compliance with USCIS Form I-9 employment eligibility verification; periodically audit Forms I-9
- Distribute and monitor employee performance evaluations and ensure they are done in a timely manner

- Report and maintain all work compensation case files
- Follow up on open cases
- Develop and update job descriptions
- Assist with Payroll
- Prepare and post jobs to appropriate job boards (Indeed, Career Builder, Zip Recruiter etc.)
- Source and attract candidates by using databases, social media etc
- Host and attend career fairs
- Screen candidate resumes and job qualifications and make recommendations to management
- Conduct interviews using various reliable personnel tools/methods to filter candidates within schedule
- Assess applicants' relevant knowledge, skills, experience and aptitudes
- Stay up to date on recruiting research and best practices
- Maintain accurate and complete personnel records
- Responsible to staff and onboard for over 15 warehouses
- Independently onboard 50 new hires each week
- Assist new employees with benefit enrollment options, comprehensively explaining options and answering inquiries
- Improve quality of hire, train and develop.

Education and Training

Georgia State University

Human Resources

01/2020

Languages

Spanish:



Native/ Bilingual

English:



Native/ Bilingual

PATTI OJEDA THOMPSON, PHR

CONTACT

Phone : (914) 262-3975

Email : Pthompson373@gmail.com

SKILLS

- HRIS (Workday, TriNet, ADP Workforce Now)
- Process Development & Change Management
- Compensation & Benefits Management
- Strategic Decision-Making
- Labor Laws & Regulatory Compliance
- Leadership Consulting
- Conflict Resolution

PROFESSIONAL SUMMARY

Versatile HR leader, with experience in labor relations, strategic planning, project management, employee relations, benefits administration, payroll administration and event planning in the FinTech & wireless industries, software development and consumer products.

WORK HISTORY

Manager, People Operations, 3/2021 to 2/2024

SmartAsset

- Design and implemented employee retention strategies resulting in reduction in voluntary turnover by 25%
- Partner with management to ensure strategic HR goals are aligned with business initiatives
- Assist with creating a compensation strategy for all employees based on market research and pay surveys; keeps the strategy up to date
- Coached & developed team of HR professionals
- Investigate employee issues and conflicts and brings them to resolution
- Use performance management tools to provide guidance and feedback to team
- Ensure all company HR policies are applied consistently

HR Business Partner, 9/2012 to 11/2020

T-Mobile

- Provide counsel to management teams regarding interpretation of current working agreements
- Provide sound labor relations advice and assistance to all levels of management
- Address employee relations issues to assure prompt and appropriate resolution
- Lead HR Partner for various org restructures & workforce reductions
- Coach managers on employee performance issues and effective use of the performance appraisal system
- Facilitate training programs for employees and managers in the region
- Work with management in identifying recruitment needs and developing a recruitment plan, including any special needs in sourcing of primarily exempt and management level candidates, guiding managers through the e-recruitment process and assisting as needed to assure timely hiring of candidates
- Participate on various committees and project teams to ensure the growth and development of the region and success in meeting defined goals

HR Manager, 3/2008 to 4/2012

WHi Solutions

- Responsible for all day-to-day administration of the Human Resources function
- Conduct full-cycle recruiting for various departments
- Manage review process, compensation increases and year-end bonus processes to ensure compliance and equity within organization
- Created & implemented LOA process eliminating compliance concerns
- Identified leadership gaps within the organization & created a series of leadership focused trainings
- Perform all new hire employee orientation
- Manage policy development and documentation
- Created Employee Handbook for NY
- Address & resolve employee relations issues, provide coaching and long-term solutions
- Coordinate all company-wide events
- Primary contact for all immigration requests, assist employees with obtaining Visas, Green Cards
- Address & resolve all employee safety, wellness and health concerns

EDUCATION

Bachelor of Science, 1/1999

Pace University - Pleasantville, NY

CERTIFICATIONS

HRCI-Professional in Human Resources

Paula Higbee

People Operations Professional

East Jordan, MI 49727

phigbee.hr@gmail.com

+12316459797

Passionate HR innovator with a proven track record of building high-performing teams and optimizing operations. Possesses deep expertise in full-cycle HR, change management, and technology adoption. Led HR operations for diverse organizations, including a thriving start-up, and consistently exceeded expectations by improving efficiency, boosting satisfaction, and delivering tangible results.

Authorized to work in the US for any employer

Work Experience

Head of People Operations

Mate Fertility Inc. - Los Angeles, CA

August 2022 to Present

- Pioneered HR infrastructure for 100% remote start-up FMSO: Spearheaded full-cycle HR department at Fertility Managed Service Organization launch, ensuring compliant processes and fostering a supportive employee experience.
- Boosted employee engagement 78% while streamlining operations: Despite Q2 workforce reduction, implemented eNPS-driving initiatives, skyrocketing score from 50 to 89 by Q3.
- Seamlessly transitioned to PEO: Efficiently managed comprehensive PEO adoption, including payroll, benefits, and 401k administration, optimizing benefit savings and overall automation.
- Ignited performance & engagement with Continuous Improvement Program: Implemented a Continuous Improvement Performance Program incorporating OKRs and monthly/quarterly one-on-ones, boosting productivity and employee satisfaction.

Senior Human Resources Generalist, Site Lead

Munson Healthcare Charlevoix Hospital - Charlevoix, MI

September 2019 to May 2022

- Led HR Operations for two hospital sites: Streamlined HR for Munson Healthcare Charlevoix Hospital and Otsego Memorial, managing HR operations for a 1,100-employee workforce across two facilities, fostering compliance and a productive environment.
- Pioneered HR digitization: Spearheaded Charlevoix Hospital's HR digitization, setting the standard for two other hospitals and streamlining efficiency within six months.
- Boosted new-hire retention by 9%: Designed and implemented a region-wide Employee Onboarding program, leading to a significant increase in new-hire retention across all three hospitals.
- Championed conflict resolution: Resolved employee complaints through thorough investigations, ensuring timely and fair resolutions.

Human Resources Manager & Compliance Director

Life Beyond Barriers Rehabilitation Group - Traverse City, MI

September 2018 to September 2019

- Established HR compliance across two locations: Took full ownership of HR function ensuring a seamless transition and implementing comprehensive compliance measures.
- Led Compliance Committee to spearhead program overhaul: Championed a sweeping compliance program as head of the committee, streamlining processes and driving adherence across all departments.
- Forged robust audit system for CMMC & beyond: Built a rock-solid compliance audit framework, exceeding Centers for Medicaid & Medicare requirements and ensuring ongoing adherence to federal and state regulations.

Client Advocate Team Manager

Grace & Porta Benefits - Brighton, MI

September 2017 to September 2018

- Empowered team of 3, driving efficient client service delivery: Orchestrated the performance of a small team, ensuring peak efficiency and consistently exceeding client expectations.
- Championed HR services for 1,400-employee physician group: Acted as the single point of contact for HR needs across 100 locations, providing exceptional service and support to a vast workforce.
- Mastered HR tech – Bswift, Employee Navigator, Google Workspace: Established and maintained superuser expertise in crucial HR platforms, streamlining processes and maximizing their potential.

Senior Office Manager

Life Beyond Barriers Rehabilitation Group - Traverse City, MI

July 2016 to September 2017

- Launched HR and Administrative operations for fast-growing neuro rehab start-up: Built dynamic administrative processes and managed direct client contact, ensuring smooth operations from day one.
- Orchestrated flawless EMR transition: Led a seamless switch from WebPT to Clinicient EMR, preparing both locations for peak efficiency and future growth.

Benefits Administrator

Cone Drive Operations - Traverse City, MI

May 2015 to July 2016

- Secured benefits for 250+ diverse employees & 180 UAW retirees: Expertly managed benefits across union, non-union, and retiree populations, ensuring compliance and smooth administration for over 430 individuals.
- Slashed administration costs by \$8,000 with data-driven approach: Built and implemented a custom data management system for union retirees, achieving an annual cost savings of \$8,000 through improved efficiency.
- Boosted employee well-being with engaging Wellness Program: Spearheaded a thriving Wellness Program, designing and implementing rewarding initiatives that increased employee engagement in various wellness activities.

Employee Benefits Account Manager

Hub International Midwest - Traverse City, MI

September 2014 to May 2015

- Championed benefits for 17 prominent employers: Exceeded client expectations by expertly managing all aspects of employee benefit programs across diverse organizations.
- Fast-tracked digital enrollments: Orchestrated a 98% success rate on transitioning large employer groups to Employee Navigator within 90 days.

Practice Manager

Northwestern Michigan Dermatology PC - Traverse City, MI

December 2011 to September 2014

- Led high-performing dermatology practice: Successfully supervised and managed daily operations for a 4-provider practice, ensuring smooth efficiency and patient satisfaction.
- Secured \$72k utilizing Carrier Incentive Programs: Achieved a 100% success rate in Medicare Meaningful Use attestation, unlocking \$72,000 in additional revenue for the practice in 2013.
- Championed digital transformation: Led the seamless transition from paper charts to a sophisticated tech-enabled EMR system, streamlining workflows, boosting physician efficiency,

Practice Manager

Grand Traverse Internists PC - Traverse City, MI

September 2010 to September 2011

- Steered 6-provider medical practice to operational excellence: Supervised all business and HR operations, ensuring a seamlessly functioning practice and a satisfied team of 14 employees.
- Sparked \$96,000 revenue surge through leadership: Inspired exceptional performance across the practice, driving a staggering \$96,000 increase in carrier incentive dollars during 2011.

Education

Bachelor of Science in Business Administration

Baker College of Flint - Owosso, MI

January 2011 to December 2018

Associate of Applied Science in Business Administration

Northwestern Michigan College - Traverse City, MI

August 1991 to May 1996

Skills

- Human Resources Management
- Employee Orientation
- Workers' Compensation
- Talent Acquisition
- Practice Management
- Recruiting
- HRIS
- Change Management
- Microsoft Office 365
- Leadership Development
- Training & development
- Absence Management
- FMLA Administration
- Employee engagement

- Employee retention
- Digitization
- Google Workspace
- Fellow
- PolicyStat
- JotForm
- Zoom
- Asana
- Trello
- Notion
- PrismHR
- Infor
- Gusto
- Bswift
- Employee Navigator
- BeneTrac
- Position Manager
- JobVite
- iCIMs
- Hiring Thing
- HealthStream
- Cornerstone OnDemand
- Modernizing Medicine/EMA
- Care Cloud
- WebPT
- Clinicient
- LucidChart
- Lean Six Sigma
- Performance Management
- Benefits Administration
- Relationship management
- Conflict management
- LMS
- Leadership
- Google Suite
- Compliance management
- Strategic Planning
- Employment & labor law
- ATS
- Program management

- Data analytics
- Project management
- Private equity
- Accounting
- HR sourcing
- HRIS
- Communication skills
- Negotiation
- Presentation skills
- Workers' compensation law
- Talent acquisition
- Senior leadership
- Continuous improvement
- Google Docs
- Analytics
- Business development
- SharePoint
- Microsoft Powerpoint
- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Microsoft Office
- Paylocity
- Analysis skills
- Organizational skills
- Content management
- Employee evaluation
- Payroll
- Human resources
- Data analysis skills
- Slack
- SaaS
- Computer skills
- Supervising experience
- Team management
- Management
- Manufacturing
- Employee relations
- California labor law
- Interviewing

- Operations management
- Trello
- Windows
- Agile
- Root cause analysis
- AI
- Project management software
- Driving
- ADP
- Process improvement
- Customer service
- Talent management
- ADP
- ATS
- Human resources
- Social media management
- Communication skills
- Talent acquisition
- Recruiting
- C
- Project implementation
- Customer support
- Scalability
- Healthcare management
- Succession planning

Links

<http://www.linkedin.com/in/paula-higbee>

Certifications and Licenses

Professional In Human Resources, California

April 2023 to May 2026

PHRca (California certified)

SHRM Certified Professional

August 2020 to July 2027

Certified Conflict Manager

October 2023 to Present

HR Change Management Certificate

July 2022 to Present

Professional In Human Resources

May 2026

PRISCILLA L. GONCALVES

Miami, FL 33182 · (786) 503-1555
Goncalvespri90@gmail.com

EXPERIENCE

BANYAN COMMUNITY HEALTH CENTER, INC. MIAMI, FL

Human Resources Generalist (Full-Time) **December 2022 – Present**

- Ultimate Kronos Group Company Administrator – Train Employees and Supervisors on how to use Kronos system, determine / provide initial access to each new onboarding employee. / Disable company access once finalized separation.
- Accurately enter and process employment records including data entry of new hires, separations and miscellaneous personnel actions.
- Provide Employee relations support to associates in an effort to resolve workplace issues. / Communicate effectively, efficiently, and often with employees. / Deliver timely responses to inquiries, concerns, and complaints.
- Work with legal counsel in conducting internal investigations.
- Apply knowledge of company policies and procedures.
- Help administer leave of absence claims forms from associates.
- Conduct associate surveys and exit interviews to identify organizational strengths, as well as areas of improvements. / Participate in separation meetings.
- Administer benefit programs in close liaison with our company's benefit brokers and employees (Medical, Dental, Vision, Long Term Disability, Short Term Disability, GAP, etc.)
- Conduct background screening process compliant with government regulations and law. (AHCA , DCF clearinghouse portals)
- Prepare reports, letters, and memos upon request.
- Work directly with Executive team (CEO, CFO, COO) in moving Personnel Action Forms forward (Salary increase requests, Department / Location change requests, Position change or promotions, etc..) / Communicate with employee regarding approved changes.
- Liaison between company and our consulting team and supporting a variety of projects relating to business process configurations, data conversions and migrations, and implementation of new modules.
- Perform other duties as assigned.

Payroll Supervisor (Full-Time)

March 2022 – December 2022

- Entering approved timesheets for all employees into payroll module.
- For Piece Rate employees, review bi-weekly productivity reports and reconcile against timesheets submitted.
- Review and approve the final payroll report / Transmit the payroll to bank.
- Pay Payroll taxes on a bi-weekly basis.
- Print checks/ ACH vouchers, separate by locations, submit to President/CEO, C.O.O and/or CFO for signature.
- Entering all changes of status received by HR department such as W-4 changes, Direct deposits, and garnishments.

- Work with Human Resources in reviewing benefit deductions and ensure accuracy of data that enhances error-free payroll
- Prepare and review all calendar year end payroll reports before preparation of W-2.
- Prepare and send W-2 forms at the end of the year for all employees.
- Submit W-2 to IRS by required deadline, upon approval of Executive VP of Finance.
- Assist with Audits
- Prepare 941 forms
- File SUTA taxes
- File Taxes for all out of States (California, New York, Georgia, Michigan, Ohio, Virginia)
- Assist with special projects (Ran a Payroll/HR project of transferring data from our legacy system into our new advanced system Banyan implemented)
- Registered company in different States (If an employee was hired to work remotely from that specific State)
- UKG Payroll Company Administrator – Train Employees and Supervisors on how to use UKG system, give initial access to each new onboarding employee.

24/7 NURSING CARE, INC. MIAMI, FL

June 2015 to March 2022

Director of Staffing and Payroll (Full-Time)

- Managed and functioned as the subject matter expert for staffing over 200 nurses and caregivers to the post-acute care, private care, and health system sector
- Aligned reports and data metrics, including program services with internal stakeholders
- Developed strategic staffing and scheduling plans for post-acute care, private care, and health system sector
- Maintained a 99% monthly staffing primary accounts
- Managed and held delegation responsibilities for an internal staff of six (6) scheduling and accounts employees
- Maintain annual business and professional licensing of company within Miami-Dade County and State of Florida operations
- Technical & Business Day to Day Operations
 - Monitored and reported staffing impacts across 200 nurses and caregivers to stakeholders daily
 - P&L responsibilities for gaining new clients and customers
 - Intermediate for client escalations and sensitive issues
 - Daily, weekly, and monthly marketing post via LinkedIn to build new client awareness and create business development opportunities
 - Maintain the payroll and accounting ledger for 200 external caregivers and over 10 internal employees
 - Daily workload delegation to internally managed employee in my department
 - Developed strategic analysis and forecasting new business and client management
 - Developed and Produced financial reports to company Owners.

UNITED HOMECARE MIAMI, FL

June 2012 to June 2014

Staffing Coordinator (Full-time)

- Managed and functioned as the subject matter expert for staffing nurses and caregivers to the post-acute care, private care, and health system sector
- Developed strategic staffing and scheduling plans for post-acute care, private care, and health system sector
- Technical & Business Day to Day Operations
 - Monitored and reported staffing impacts across nurses and caregivers to stakeholders Developed strategic analysis and forecasting new business and client management

EDUCATION

BACHELORS, BUSINESS ADMINISTRATION, HUMAN RESOURCES MANAGEMENT
STRAYER UNIVERSITY

- 2018 – 2022

DIPLOMA, CORAL GABLES SENIOR HIGH SCHOOL

- 2010

CERTIFICATES

- **Conducting Thorough and Effective Workplace Investigations**
White Tiger CLE, Live Webinar OCTOBER 2023
- **Personnel Records Retention**
White Tiger CLE, Live Webinar JANUARY 2024
- **Do's and Don't's of Documenting Employee Behavior, Performance, and Discipline**
HRCI, Live Webinar FEBRUARY 2024

SKILLS

- MS Office
- Client engagement databases
- Leadership
- Team Player
- Microsoft Dynamics GP 2018
- ClearCare Private Duty
- Wellsky Private Duty
- Payroll Platforms / HRIS Platforms
- Customer Interactions
- Billing Platforms
- Organized
- UKG Ready / Kronos
- Allscripts
- Alora Home Health

LANGUAGES

- English, Spanish, and Portuguese

REFERENCES

- Available upon request.

MB

MALLORY BUTLER, SHRM-CP

Professional Summary

Accomplished, goal-oriented and results driven HUMAN RESOURCES MANAGER with proven experience managing large scale projects and coordinating global initiatives in collaboration with international teams. Recognized for devising effective solutions for enhancing employee performance, formulating strategic approaches for process alignment and enhancement, and optimizing HR functional processes to drive organizational success.

Professional Experience

CLEARSOURCE BPO - Human Resources Officer U.S.

Remote - U.S.

10/2023 - Current

Direct all HR activities for employees in 39 states. Extensively involved in employee relations, employment and regulatory issues, payroll and benefit plan administration.

- Developed and manage leave database, maintaining 100% compliance with Federal and state employment laws, FMLA, ADA, ACA etc., maintaining zero liabilities, and strategically mitigating legal risks.
- Efficiently administer payroll for a diverse workforce, ensuring accurate and timely processing, compliance with all regulatory requirements, and effective resolution of payroll discrepancies.
- Optimized onboarding processes, reducing time-to-hire to under 14 days and decreasing attrition by over 20% through innovative new hire orientation and retention strategies.
- Successfully coordinated the migration of benefits administration from a manual process to a fully automated system within the HRIS. Managed all benefits, including 401k and COBRA, as well as carrier relationships and benefits reconciliation. Enhanced employee benefits programs, increasing participation rates to over 70%, and effectively administered benefits while driving educational opportunities for employees.

THE SWEET SPOT - Human Resources Manager

Florida

10/2021 - 10/2023

✉ Mallory.butler84@gmail.com

📞 (571) 266-2769

📍 Davenport, FL 33897

Websites, Portfolios, Profiles

- www.linkedin.com/in/mallorybutler84

Skills

- HRIS Administration
- Benefits Administration
- Payroll Administration
- Performance Management
- Data Analysis
- Organizational Development
- Regulatory Compliance
- Employment Law
- Process Improvement
- Policy and Procedure Development
- Talent Acquisition
- Onboarding
- Paycom
- Isolved
- Google Suite

Education

12/2007

George Mason University

Fairfax, Virginia

Bachelor of Science: Psychology

Certifications

Manager, overseeing HR function of central Florida business, tailored strategies to attract top talent, expanded workforce capabilities, oversaw payroll administration and aligned employee performance with organizational goals and values.

- Created and executed thorough employee handbook, consolidating company policies, procedures, and guidelines. Ensured clear communication, consistency, and compliance with regulatory standards.
- Structured and implemented programs and policies in areas of training, compensation, incentives and on-boarding orientations saving over 70% in recruiting costs.
- Streamlined HR processes for increased efficiency, reducing paperwork and manual tasks through automation.
- Managed payroll administration efficiently, overseeing all functions including calculation of wages, deductions, and tax withholdings, ensuring accurate and timely processing for all employees.

SHRM - CP

ANYWHERE WORKS - People Operations Associate

Remote - U.S.

06/2021 - 10/2021

People Operations Associate managing end-to-end HR functions within a BPO setting, overseeing a workforce of 1500 employees. Skilled in a wide range of HR responsibilities including recruitment, benefits administration, payroll management, employee relations, and compliance. Proficient in coordinating seamless operations to support organizational goals and employee well-being.

- Managed administration of leave database and provided guidance to employees regarding FMLA and LOA entitlements. Oversaw FMLA and LOA processes, ensuring compliance with forms, tracking data, and issuing internal notifications.
- Responsible for assisting new employees by providing orientation to payroll and benefits policies and procedures.
- Conducted and resolved simple to complex work force investigations regarding complaints and/or concerns brought forth by employees, and recommended corrective action if/when appropriate.

CARING FOR PEOPLE SERVICES - Human Resources Generalist

Nebraska

10/2020 - 02/2021

HR Generalist overseeing all recruiting and retention functions within a leading home care agency. Managed the end-to-end recruitment process, from sourcing to onboarding, ensuring the selection of top-tier candidates to meet organizational needs.

- Crafted thorough and strategic recruitment marketing plan in collaboration with senior management and public relations firm, ensuring effective implementation and brand consistency.
- Offered comprehensive recruitment support to hiring managers, including creation of position descriptions, recruitment advertising,

resume review, applicant screening, and interview process management.

- Successfully increased recruitment ratio to 23% within first 30 days of tenure.
- Cultivated robust internal and external relationships to proactively recruit through diverse channels, including internet platforms, professional associations, networking events, advertisements, college recruitment initiatives, and job fairs.

REDEEMER BIBLE CHURCH - Director of Ministry

Virginia

01/2018 - 01/2020

Directed a team of 150+ staff comprising teachers and volunteers, providing mentorship, guidance, and support to ensure effective program delivery.

- Established and led comprehensive ministry education program, directing staff training and policy development.
- Effectively managed program finances, implementing cost-saving measures resulting in consistent annual 10% reduction in expenses while maintaining exceptional care and education standards.
- Seamlessly integrated community outreach initiatives into ministry activities, enhancing program enrichment and fostering growth.

Rashi Agarwal

<https://www.linkedin.com/in/rashi-agarwal-b831223b/>

Alpharetta, GA 30004 | 9087372544 | rashiagarwal1985@gmail.com

Summary

Dedicated and results driven Human Resources Specialist with 6 years of comprehensive experience of managing and guiding employees. Polished in employee onboarding, payroll, benefits and ensuring compliance with labor laws. Commended for creating a positive organizational climate and improving employee morale and job satisfaction.

Skills

- Recruitment
- Employee Onboarding
- Time & Attendance Management
- HRIS Applications Proficient
- Tax Reporting
- Microsoft Office Suite, SharePoint
- V-look Up & Pivot Table
- Complex Problem-Solving
- Knowledge of Federal & Local Laws
- HR Policy/Procedure Development
- Payroll and Benefits Administration
- E-Verify
- Garnishments
- Google Suit Products

Experience

HR OPERATIONS SPECIALIST | 09/2023 - Current

Windsor Hospitality Group- Alpharetta, GA

- Set up new hire with all the necessary forms, including direct deposit requests, wage verification, I-9 information, and W-4 reports, manage employee self-service and client portal for employees via Paycom.
- Responsible for benefits administration and administering qualifying events, COBRA events.
- Manage annual Open Enrollment for the organization overseeing the accurate and timely processing of employee benefit elections.
- Maintain accurate leave records and coordinate with payroll to ensure proper time-off tracking and payment.
- Responsible for IWO/Garnishments to setup in the system and communicating to the employee.
- Manage tax discrepancies within the system and make updates accordingly so that correct taxes are withheld.
- Administration/compliance of (401) K & Work compensation Audits, manage FSA/HSA portal.
- ACA Compliance- Led the preparation and submission of ACA reporting forms (1094 and 1095) to ensure accurate documentation of employee health coverage.
- Working with different vendors, third party administrators and brokers to ensure compliance with regulatory requirements and accurate processing of transactions.
- Responsible for the preparation and processing of multi state bi-weekly payroll runs including entering time and validating payroll prior to transmission.
- Manages all benefits-related compliance activities such as ERISA, COBRA, HIPAA, FMLA, ADA, 5500, EEO-1 as required by federal and state regulations.
- Crafted, developed, and implemented HR processes and workflows procedures and ensure efficiencies within Paycom and manages internal processes SOP manual.

- Developed reports, dashboards, and data analytics to leadership team on retention, turnover, attrition, and trends.

HR SPECIALIST II | 04/2022 – 08/2023

Origin Utility Inc - Alpharetta, GA

- Process core payroll functions, including bi-weekly pay runs, payroll adjustments, bonuses & off cycle check.
- Manage the full recruitment lifecycle, from candidate sourcing and screening to offer negotiation and onboarding, ensuring a seamless and positive candidate experience.
- Onboarding of new hires In Paylocity, background checks, payroll system & Benefit enrollment.
- Assist with annual Open Enrollment and update carrier with benefit changes outside of open enrollment.
- Terminate benefit coverage with carriers, notification to IT to terminate access on employee's Last working Day.
- Manage tax and withholding records and deductions for all federal, state, local or other corporate taxes and responsible for setting up new and maintaining payroll tax accounts for new cities and states.
- Prepare filings and payments of state unemployment, state and local withholding, state disability and a variety of specialty employment taxes.

HR COORDINATOR | 02/2021 - 04/2022

Bison Production Company - Alpharetta, GA

- Maintain HR related files including Employee benefits and Payroll, employee handbook.
- Coordinating new hire orientation and processing new hire documentation, E-Verify and i9 verification.
- Hands on experience with preparation of 1099 reports and submission to IRS.
- Responsible for reconciliation of payments and customer accounts.
- Exercising confidentiality and integrity in financial reporting and complying with federal and local requirements.
- Hands On working knowledge on QuickBooks (Online, Desktop) and Bright pearl.

ADMINISTRATIVE ASSISTANT | 06/2020 - 01/2021

Easter Seals of North Georgia - Alpharetta, GA

- Managed scheduling for staff, monitoring
- Organized and maintained document management systems by coordinating, archiving, and purging files.
- Monitored attendance records by taking note of staff vacation time, sick days, and personal days.
- Conducted research using various media sources to obtain relevant data for staff requirements.

SALES ASSOCIATE | 05/2018 - 06/2020

Dillard's - Alpharetta, GA

- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Answered incoming telephone calls to provide information about products, services, store hours, policies.
- Built and maintained effective relationships with peers and upper management for operational goals.
- Processed orders through CAD and coordinated product deliveries.

HR ASSISTANT | 01/2011 - 12/2011

MKC Manufacturer - India

- Scheduled appointments, meetings, and facilitating conferences with employees to discuss and mitigate issues.
- Maintain HR mailbox to review incoming mails and assigned to appropriate teams.

Education and Training

MBA – Human Resources, India 2008

Professional in Human Resources (PHR), Udemy 2024

Diploma in HRM, Udemy 2024

Managing Compensation and Benefits, Udemy 2024

ChatGPT for HR, Great Learning 2023

Retirement Plan, HRCI 2024

Renee Champagne, SHRM-CP, MBA

813-951-5043

rnmchamp2077@gmail.com

Competencies

Strong communication, collaboration, problem solving, global minded, coaching, performance management, goal achiever, innovative, adaptable

Employment

Human Resources (HR) Manager, Dentist (Multi-site)- Florida 1/2024- Present

- Collaborate with senior leadership to align HR strategies with organizational goals
- Lead and oversee all HR functions, including employee relations, investigations, FMLA/ADA, unemployment, I9s, files, onboarding
- Ensure compliance with employment laws and regulations
- Implement performance management and recognition programs
- Process new hires benefit enrollment, manage open enrollment and workers comp
- Paycom administrator and USI broker partner

SHRM-CP Student - Remote 10/2023- 12/2023

Animal Shelter Volunteer- Plant City, Florida 4/2023- 8/2023

Temporary HR, Encore Technology (Multi-site)- Tampa, Florida 2/2023- 4/2023

- UKG reports, multi-site onboarding, ER, adjudications, CSR

HR Generalist, Validus Senior Living (Multi-site)- Tampa, Florida 5/2022- 1/2023

- Coached and retained HR liaisons in FL, GA, TX and LA states
- Remotely managed employee relations, investigations, policy interpretation
- Paycom administrator of HRIS for status changes, hires, terminations
- Sun Life administrator of ADA, FMLA and personal leave
- Strategic Comp/Great American administrator of workers compensation
- Trained staff on HR law, company policy, compliance, workers compensation
- Completed salary comparisons and implemented pay rate decision

- Managed Director level hires and remote onboarding
- Managed Indeed campaigns and Paycom Administrator
- Trained for payroll processing back-up and solved key retention issues

HR Generalist, Gerdau Steel (Global)- Tampa, Florida 11/2021- 3/2022

- Vacation rollover project, Service Now, SAP/Eforms, remote onboarding

HR Generalist, BAYS (Multi-site)- Tampa, Florida 1/2020- 11/2021

- Supported CEO and COO with strategy, hiring, retention and coaching
- Paylocity HRIS administrator, PayScale compensation administrator, and Paylocity annual performance evaluator
- Criteria assessment manager and Subject Matter Expert (SME)
- Indeed Manager/SME and New Hire Approver
- Remotely coached supervisors on employee relations, policy and interviews
- Completed handbook revisions and policy creation and improvement

Temporary HR Consultant, Citibank (Global)- Tampa, Florida 12/2019- 1/2020

- Managed global compliance audit

HRBP, DIGARC Software (Multi-site)- Lakeland, Florida 6/2019- 9/2019

- Led, managed and coached wellness committee and employee relations
- Managed SkillSoft compliance, Culpepper salary reports, and remote training
- Created and edited handbook, policies and job descriptions and Visio org charts

HR Generalist, KAX Media (International)- Tampa, Florida 10/2018- 6/2019

- Managed I9 Audit, created OSHA handbook, led safety committee, managed ADA
- Implemented US handbook, PeopleHR, Paychex, Gusto, and Open Enrollment
- Managed ER and manager training, completed workers compensation audit Visas

Education

Master's Management of Information Systems University of South Florida 3.6/4.0

Master's of Business Administration University of South Florida 3.8/4.0

Bachelor's Marketing University of South Florida 3.2/4.0

RICARDO NASSAR, SHRM-CP
642 SW Jeanne Ave Port St. Lucie, FL 34953
786-205-5329. ricardoignacionassar@gmail.com

EXPERIENCE

Bayer – St. Louis, MO (Contract)
Sr HR Generalist June 2022 – August 2023

- Responsible for execution of all global and local HR processes for the business groups; ensure the implementation and application of agreed upon Bayer HR directives, policies, processes, systems and programs and strive for best practices in the standardization, harmonization and alignment of local HR activities, with the business requirements in mind.
- Served as consultant to HR Business Partners, understanding the business need and translating it into the appropriate process, liaising with experts from HR Operations to implement the solution.
- Supported and executed data accuracy of large-scale organizational changes (restructuring, mergers, acquisitions and divestments) providing appropriate solutions as key HR partners;
- Responsible for the accuracy, reliability, and quality of data that is maintained in HR systems.
- Managed data request related to Talent Management processes. Ensures system has updated information for employees, pulls data from system and creates calibration sessions. Attended sessions, as needed, and take notes, ensuring appropriate records are captured reflecting the dialogue of the sessions.

NextEra Energy – Juno Beach, FL
HR Service Specialist I, September 2020 – June 2022

- Ensured all new hires across the organization are input into the HRIS accurately
- Audited I-9 compliance on a weekly basis and to ensure compliance.
- Provided solutions to employees, leaders, HR, legal, and external partners for complex issues impacting internal policy and regulatory compliance
- Provided coaching and feedback to less experienced team members to ensure process and quality standards are consistently followed
- Partnered with HR Advisors and Business Partners to deliver any ad-hoc reporting.
- Coached managers across all levels of the organization on how to approach employee relations situations.
- Completed audits, subpoenas, and requests for information as requested

ADP – Miami, Fl (Contract)
HR Generalist II, March 2019 – October 2019

- Served as a subject matter expert regarding sick and vacation laws across all fifty states.
- Reviewed client's sick and vacation policies for compliance with state and federal law.
- Assisted clients in drafting & applying policies in accordance with state and federal law
- Reviewed, maintained, and assigned log of cases assigned to PTO team for completion.

American Bancshares Mortgage, LLC. – Miami, FL
Human Resources Generalist May 2016 – July 2018

- Assisted the Human Resources Manager with the day-to-day operations of the HR department and any projects assigned.
- Oversaw more than 200 employees answering any questions concerning payroll, benefits, and general HR policies.
- Responsible for all facets of the on-boarding process from scheduling interviews to coordinating new hire orientations.
- Ensured all employees are completing the company required training and take disciplinary action on employees found out of compliance.
- Implemented a paperless system, DocuSign, to expedite the signature process for both internal and external departments.
- Assisted the Human Resources Manager with payroll by collecting timesheets, pulling commissions, and processing payroll.

Operation Supply Drop – *Miami, FL*
Civilian Co-Leader January 2016 – January 2017

- Created and organized events in the community in order to provide a support network for veterans.
- Prepared a detailed record of all events, members, donations received, and upcoming events.
- Attended weekly meetings via Skype to report on progress of the Miami team and requisition any items needed for upcoming events.
- Networked with various local businesses in order to engage the community and make our presence known.

EDUCATION

Miami Dade College – *Miami, FL*
Business Specialist in Human Resources

Florida International University- *Miami, FL*
Bachelors of Arts in Psychology

ADDITIONAL SKILLS

- Spanish – native speaker.
- Experienced with Microsoft Office Suite
- Experienced with various HRIS systems including Paychex Flex, SAP, ADP, Workday, and Paycom
- SHRM-CP certified

RICARDO NASSAR, SHRM-CP
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786-205-5329. ricardoignacionassar@gmail.com

EXPERIENCE

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- Responsible for the accuracy, reliability, and quality of data that is maintained in HR systems.
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- Responsible for all facets of the on-boarding process from scheduling interviews to coordinating new hire orientations.
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- Spanish – native speaker.
- Experienced with Microsoft Office Suite
- Experienced with various HRIS systems including Paychex Flex, SAP, ADP, Workday, and Paycom
- SHRM-CP certified

RICK J. TABUYO
Day Phone: 785-375-7948
Email: rick.tabuyo@gmail.com

INVESTIGATOR | PARALEGAL MANAGER | ETHICS & COMPLIANCE

- Investigations
 - Regulatory Compliance
 - Legal Compliance
 - Auditing
 - Risk Management
 - KPI Management/Control
 - Security and Safety
 - Knowledge Management
 - Legal Research
-

PROFESSIONAL EXPERIENCE

Employee Relations Investigator

Surefox North America Inc
San Francisco, CA 94107 (Remote, San Antonio, Texas)
08/2022 – 01/31/2024

- Conducted internal company investigations and audits while providing clear and concise findings and recommendations to corporate officers and CEO/COO in accordance with applicable federal, state, and local laws and regulations.
- Worked directly for the Deputy General Counsel/Chief of Ethics & Compliance Officer; organized and managed large volumes of investigations with little guidance.
- Investigated formal and informal EEO, anti-harassment, and discrimination complaints.
- High professional standards, self-motivated with strong initiative, the ability to influence and build creditability at all levels and establish collaborative working relationships across an organization.
- Effectively collaborated well with attorneys and legal paraprofessionals in the fields of labor law and contracting.
- Assisted the Employee Relations Manager with the development of company policies, managed employee grievances, conflict resolution, and offboarding and terminations.
- Provided guidance to Program Managers and Staff Directors with coaching, counseling, provided recommendations regarding disciplinary measures and development opportunities.
- Managed, audited, and advised corporate leadership on compliance and risk management policies and procedures.
- Analyzed, developed, and implemented plans to address a wide variety of complex issues.
- Conducted climate surveys for programs, staff, and reviewing data analysis; root cause analysis to identify appropriate solutions.
- Assisted with Non-disclosure Agreements, Master Service Agreements, and Statements of Work.

Chief Paralegal NCO (Senior Law Office Manager)
HQ, US Army Medical Command (MEDCOM)

Fort Sam Houston, Texas 78234

08/2020 – 05/2022

- Chief Paralegal NCO for the Office of the Staff Judge Advocate (OSJA), US Army Medical Command (USAMEDCOM), a three-star geographically separated headquarters responsible for the administration and delivery of medical support for the US Army.
- Primary adviser to the Staff Judge Advocate and Deputy Staff Judge Advocate on all enlisted and civilian paralegal management, utilization, and training, reviews and maintains accountability of Table of distribution Allowances.
- Provided support to twenty-two attorneys and seven paralegals for all legal actions within the command.
- Coordinated and reviewed internal company investigations while providing clear and concise findings and recommendations.
- Ensured provision of timely and precise legal guidance to the headquarters and subordinate staff on a wide range of legal issues.
- Efficiently utilizes a variety of resources and tools in leading and influencing cross functional teams to further new goals and initiatives of the company.
- Managed, audited, and advised leadership on compliance and risk management policies and procedures.
- Managed all administrative functions of the office, including budget, property management, facility management, IT management, and correspondence management.
- Managed civilian and military personnel files, working with multiple software programs, Civilian Personnel Online (CPOL), Automated Nature of Action (AutoNoa), and Defense Civilian Personnel Data System (DCPDS).
- Ensured Digital Training Management System (DTMS) is current with up-to-date training for all personnel.
- Approver for all travel authorizations and vouchers for Defense Travel System (DTS).

Chief Paralegal NCO (Senior Law Office Manager)

United States Army - Army North

Fort Sam Houston, TX 78234-1223

07/2018 – 07/2020

- Served as the Chief Paralegal NCO for the Office of the Staff Judge Advocate, United States Army North (ARNORTH) and Army Support Activity-Fort Sam Houston (ASA).
- Coordinated the provision of paralegal support, technical oversight, and procedural review of legal disciplines within the OSJA and ARNORTH & ASA Command and Staff.
- Instituted training, professional development, grooming, accountability, and safety for thirteen officers, six enlisted Soldiers, and seventeen civilians.
- Managed military paralegals to ensure better performance and enhance their personal skills and knowledge.
- Ensured deployment preparations in support of Defense Support of Civil Authorities (DSCA) and Homeland Defense missions. Accountable for over \$500,000 worth of office and tactical equipment.
- Ensured Digital Training Management System (DTMS) was current with up-to-date training for all personnel.

- Managed FOIA requests with several agencies to provide records.
- Approver for all travel authorizations and vouchers for Defense Travel System (DTS).

Chief Paralegal NCO (Senior Law Office Manager)

United States Army-Pacific Command

Fort Shafter, HI, 96858

12/2016 – 06/2018

- Served as the National Security Law Paralegal NCOIC for United States Army Pacific, which included units in Hawaii, Korea, Japan, Joint Base Elmendorf-Richardson (JBER), and Joint Base Fort Lewis-McChord (JBLM).
- Duties included supporting the military decision-making process (MDMP) by preparing legal estimates and other operational law memoranda; reviewed and drafted legal annexes and appendices to base operation orders; assisted in the development and training of rules of engagement (ROE) and law of war, and reviewed operations orders.
- Provided paralegal support to three attorneys. Responsible for the technical and operational training, operational readiness, and professional development of three NCOs and six Soldiers. Ensured Digital Training Management System (DTMS) was current with up-to-date training for all personnel.
- Ensured MOUs were developed to ensure training was conducted and to provide support across multiple jurisdictions of units.
- Approver for all travel authorizations and vouchers for Defense Travel System (DTS).

Senior Paralegal NCO (Senior Law Office Manager)

United States Army-25th Infantry Division

Schofield Barracks, HI 96857

02/2014 – 11/2016

- Served as the Brigade Senior Paralegal NCO for the 3rd Infantry Brigade Combat Team. A Special Court-Martial jurisdiction with 3100 Soldiers.
- Supervised, trained, and mentored fifteen subordinate Soldiers assigned to their battalions. Supported seven Judge Advocates; coordinated and conducted required training on all legal issues, including law of war and rules of engagement.
- Provided technical guidance to fifty-two command teams.
- Maintained records and prepared reports to track and evaluate the brigade's military justice actions.
- Communicated with Human Resources Command on personnel actions that potentially impacted the brigade's legal strength.
- Served as the Legal Assistance, Claims, and Civil Law NCOIC. Supported a joint-service community of over 100,000 active duty service members, retirees, and dependents.
- Oversaw client intake and screening. Prepared and submitted client records into an Army wide database.
- Maintained and safeguarded attorney client files.
- Conducted research and prepared correspondence.
- Directly supported twenty-three attorneys and seven civilian paralegals and supervised six enlisted paralegals.
- Provided support to units with Soldier Readiness Processing, pre-deployment, and post

deployment events.

Senior Paralegal NCO (Senior Law Office Manager)

United States Army-1st Infantry Division

Fort Riley, KS 66442

08/2011 – 05/2014

- Served as the Brigade Senior Paralegal NCO for the 1st Armored Brigade Combat Team (1ABCT), a Special Court-Martial jurisdiction.
- Oversaw the processing of nonjudicial punishment actions, administrative separations, summary courts-martial, and Article 32 Investigations for a command with seven subordinate battalions, and more than 4,000 Soldiers.
- Supported five Judge Advocates, provided technical guidance to forty-seven command teams on legal issues.
- Maintained records, prepared reports to track and evaluate the brigade's military justice actions. Provided military justice briefings and supervised an office with fourteen paralegal Soldiers.

EDUCATION | CERTIFICATIONS | TRAINING

Bachelor of Arts, Management - American Public University (2020)

Fisher Phillips: How to Handle an Employee Complaint & Internal Investigations (2022)

Society of Corporate Compliance and Ethics (SSCE): Fundamentals of Compliance Investigations, (2023)

TECHNICAL COMPETENCIES

Westlaw; LexisNexis, DocuSign

Human Resource Information System (HRIS): Paycom; Workday

Software: Microsoft Office Suite 365 (Word, Excel, PowerPoint, Outlook), SharePoint, Task Management Tool, Defense Travel System, Adobe Pro, Google Applications

PERSONAL & PROFESSIONAL REFERENCES AVAILABLE UPON REQUEST

Robert J. Haas

151 Crest Street, Harding, PA 18643 • 570-299-0553 • Robert.haas1995@gmail.com

EDUCATION

Capella University, Online
Master's Degree in Human Resource Management Expected 2024

Lycoming College, Williamsport, PA
Bachelor of Arts in Criminal Justice May 2018

RECRUITING PLATFORMS

- Dayforce
- iCIMS
- UKG Pro
- Applicant Stack
- Workday

WORK EXPERIENCE

Director, Talent Acquisition, RestorixHealth, REMOTE July 2022-Present

- Manage and oversee a recruitment team covering clinics across the United States.
- Approve and control department budgets.
- Extend job offer, prepare offer letter, and transition the candidate to the Onboarding Specialist.
 - Accumulated \$567,500 in offer savings through negotiations from August 2022-July 2023.
- Conduct recruiting efforts that are aligned with the core values and vision of the company.
- Source and screen high-caliber candidates through various channels.
- Partner with hiring managers to gain an understanding of their needs and selection criteria.
- Lead calls with hiring managers to review openings, prepares reports for review and discussion.
- Post open positions in the ATS and other hiring sites as needed.
- Review, screen, and disposition certain candidates in Dayforce.
- Extends job offer, prepare offer letter, and transition the candidate to the Onboarding Specialist.
- Maintains communication with other team members as needed to include management.
- Responsible for keeping the onboarding documents/data, etc. updated.
- Maintains confidentiality per HIPAA regulations.

Regional Sourcing Recruiter, Presbyterian Healthcare Services, REMOTE February 2022-July 2022

- Coordinate the process for hiring people in accordance with PHS employee policy and procedures and in compliance with the affirmative action plan.
- Develop and maintain a recruitment/retention plan in consultation with hiring authority and HR Manager.
- Accept, screen, interview and refer appropriate qualified applicants to hiring authority.
- Assist with the preparation of print and web advertisements on a local and national level to meet recruitment needs for routine and specialized positions.
- Evaluates capabilities of candidates and negotiates starting salaries in accordance with compensation guidelines.

- Regularly monitors and provides analysis of key Talent Acquisition statistics, data, trends, and best practices for their customer group with regular formal reporting to assist the customer group in making data driven human resource decisions and for more effective planning.

Senior Talent Acquisition Recruiter, CareFinders Total Care, LLC, REMOTE February 2021-February 2022

- Prime point of contact for candidates in Pennsylvania market covering multiple areas
- Actively recruit nurses for 5 Home Health Agencies throughout Pennsylvania
- Effectively execute recruiting strategies using technological platforms to gain insight into the healthcare field.
- Provide candidate data weekly.
- Coordinate efforts throughout branches to streamline candidates through hiring process.
- Demonstrated ability to establish and retain relationships with clients and established employment agencies.

ADDITIONAL

Regional Director of Community Programs/Director of Employment, NEPA Inclusive, Pittston, PA
January 2020-February 2021

Workforce Recruitment Specialist, Pennsylvania CareerLink of Lycoming County, Williamsport, PA
May 2019-January2020

Consultant/Training and Operations Supervision, UPMC Regional Medical Center
February 2019-June 2019

Rosette Ilunga

Nkiese.Mboma@gmail.com | 1(763) 744-8857 | Dallas, TX

SUMMARY

Seasoned Human Resources professional with 7 years of experience, adept in streamlining recruitment processes, enhancing training programs, and fostering positive employee relations. Proven track record in reducing time-to-hire by 25%, improving employee retention by 25%, and increasing management effectiveness by 20%. Seeking to leverage comprehensive HR expertise and a strategic approach to drive organizational success in a new Human Resources role.

WORK EXPERIENCE

Carrollton Regional Medical Center

Human Resources Generalist

April 2023 - Present
Dallas, TX

- Streamlines onboarding procedures, improving new hire integration and reducing time-to-productivity.
- Proactively addresses employee concerns and conflicts, fostering a positive work environment and minimizing disruptions.
- Implements and administers performance appraisal processes, facilitating constructive feedback sessions and goal-setting discussions.
- Manages HRIS database and maintaining accurate employee records, ensuring compliance with data privacy regulations

Cj Logistics America

Human Resources Generalist

Oct 2021 - March 2023
Arlington, TX

- Streamline recruitment processes, enhancing time-to-hire efficiency by 25% and improving the speed of filling vacancies.
- Implement comprehensive employee training and development programs, boosting retention by 25% and job performance by 10%.
- Recruit, interview, and facilitate the hiring of qualified candidates, collaborating with managers to ascertain required skills and competencies for job openings.
- Engage in daily employee interactions, resolve issues, answer queries, and work with staff and management to foster a positive employee relations culture.

Franklin Street Bakery

Human Resources Generalist

Jan 2019 - Oct 2021
Minneapolis, MN

- Collaborated with HR leadership to deliver essential HR functions, including coordinating interviews and communicating with candidates.
- Designed and implemented a manager training program that led to a 25% reduction in employee-related issues and a 20% increase in management effectiveness.
- Facilitated new employee orientations and conducted employee handbook reviews, ensuring staff comprehension and adherence to company policies.

Optum UnitedHealth group

Human Resources Generalist

Jan 2018 - Jan 2019
Eden Prairie, MN

- Delivered comprehensive support in HR policies and procedures to both staff and leadership, ensuring compliance and understanding while effectively managing employee documentation.

- Coordinated onboarding and orientation for new hires, facilitated HR-related events, and conducted exit interviews to inform organizational improvements.

Mary T Inc

Human Resources Administrative Assistant

Jan 2017 - Jan 2018

Coon Rapids, MN

- Facilitated onboarding by distributing and clarifying essential documents to new employees, including benefits information, ensuring a smooth integration into the company.
- Managed recruitment logistics by organizing candidate appointments, conducting pre-screening activities, and assisting with the selection and engagement of temporary staff.
- Oversaw administrative HR tasks such as processing personnel action forms for employment lifecycle events and maintaining accurate records within the HR database.

EDUCATION

Concordia University Saint Paul Saint Paul, MN

MBA Business Administration, Business Administration

Dec 2020

Metropolitan State University

Minneapolis, MN

BS Human Resources, Human Resources

Dec 2017

SKILLS

Microsoft Office • Microsoft Outlook • PowerPoint • Applicant Pro • Jobsite • Excel • Adp • Icism • UKG/UltiPro • Recruitment • Human Resources • Termination Procedures • Offboarding • Interviewing Expertise • New Employee Orientation • HRMS Systems • FMLA Comprehension • Analytical and Critical Thinking • Team Collaboration • Workers' Compensation • ADP Workforce Now • HRIS Applications • HR Systems

(469) 685-4310

RUPINA SINGH
Lexington, KY 40509
<https://www.linkedin.com/in/rupina-singh-3172a525/>

rupina.singh@gmail.com

PROFESSIONAL OVERVIEW:

Empathetic and well-versed Human Resources leader with experience in diverse areas of industry. A consummate team player, driven to help others and deliver excellence towards an organization's goals and objectives.

Strengths and additional areas of focus include:

Performance Management	Compensation
Compliance and Audit	Job Design and Analysis
Employee Relations/Employment Law	Leaves Management
Internal Communications	Learning/Talent Development
Talent Acquisition/Onboarding	Project Management

PROFESSIONAL EXPERIENCE:

TROON- Scottsdale AZ

2018-2022

World's largest professional golf management company providing services to 680+ locations and 665+ golf courses/restaurants

HRBP (corporate on-site) 2018 – 2021, HRBP Remote role 2021-2022- Supported more than 1000 employees and 35 properties

- Provided employee relations guidance and advice to management level employees regarding behaviors, skills and performance, including individual and team development, business decision making, problem solving and work place practices.
- Maintained in depth knowledge of trends, best practices, regulatory changes and legal requirements related to day to day management of team members, reducing legal risks and ensuring regulatory compliance. Partnered with legal counsel as needed/ required.
- Lead and partnered with leaders to investigate and resolve complex and sensitive workplace investigations which includes identifying the appropriate investigation strategies, communicating findings and providing recommendations for employment action in a timely, fair manner consistent with applicable federal, state and local laws. This includes workplace harassment, sexual harassment & policy violations to name a few.
- Coached and advised leaders on workplace behavioral issues (such as discipline, harassment investigations, FLSA, wage & hour compliance).
- Provide expertise and support to leaders in the following areas: Career planning, performance management, coaching, data analysis, compensation and rewards, employee relations, learning and development, recognition programs and strategic development.
- Drafted well written and thorough investigation- related documents and utilized the designated online case management tool for tracking.
- Maintained strict confidentiality throughout conversations and investigations, exercised sound judgement in handling or working with confidential data and situations.
- Compensation Analysis- Solely responsible at Troon for analyzing compensation trends and making recommendations to leaders.
- Collected, analyzed and interpreted HR metrics to identify trends and insights, diagnose and recommend resolutions.
- Advised and trained managers and supervisors in best employee relations practices and strategies for managing supervisor issues and employee grievances. Led information sharing and training by conducting onsite trainings, webinars, conference calls, and video conferencing.
- Drive change management efforts by ensuring that changes are executed based on company values and culture and patiently understanding the impact on employees and stakeholders.

DISCOUNT TIRE- Scottsdale, AZ

2017-2018

Discount Tire is America's largest independent tire and wheel retailer with over 1,100+ locations across 37 states.

Human Resources Generalist II (Onsite)

- This was a project-based role so worked on various projects such as Performance Management, Talent Management, Separation, Internship Program, Reward & Recognition, Mentoring, Retention and Recruitment.
- Helped develop/revamp Performance Management System in Workday.
- Initiated an Internship Program Model.
- Managing day to day operations- Data Analysis, Investigations, VOE, Updating Laws for regions, supporting leave of absence team, general inquiries.

CRESCENT MEDICAL CENTRE- Lancaster, TX

2016-2017

*Regional hospital opened in 2013 operating 24*7 focused on responsive personalized care.*

Human Resources Generalist (Onsite)

- Responsibilities consisted of administration of policies and procedures.
 - Conducted orientation sessions for new associates explaining personnel policies, compensation and benefit programs, while fostering a positive attitude toward Crescent's organizational objectives.
 - Coordinated and monitored the recruitment and selection process by developing job descriptions and interview guides.
- Implemented all phases of the recruitment and selection process including developing relationships with local agencies, sourcing and screening applicants, and interview coordination.

- Maintained employee relations through assisting with performance evaluations and improvement plans, investigations and disciplinary actions, performance management, exit interviews.

FORTIS HEALTHCARE- New Delhi, India

2015-2016

An IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India. It is one of the largest healthcare organizations in the country with 28 healthcare facilities, 4,500+ operational beds and over 400 diagnostics centers.

Deputy Manager-Head HR (Onsite)

- Partnered with management to identify short- and long-term hiring needs, executed appropriate recruitment strategies, and manage interview and on-boarding processes for candidates and new hires.
- Ensure that all assigned positions are filled with the best candidate in an efficient manner, while enthusiastically promoting the culture of the organization and ensuring compliance with corporate hiring policies. Ensures applicants are appropriately tracked and provide weekly reports to hiring managers.
- Research, review, analyze, and recommend actions from various specialized personnel reports. Assist in the development, implementation, and administration of company personnel policies, coordinated a variety of projects and provided policy interpretation.
- Created and maintained up-to-date job descriptions for all staff positions.
- Responsible for managing human resources department budget.
- Solely responsible for data analysis of multiple hospitals and preparing reports. Leverage data and analytics tools to generate meaningful HR insights, aiding in informed decision making. Provide analytical data to determine retention and turnover rates.
- Supervised two (2) human resources team members.

SAMSUNG ELECTRONICS PVT. LTD.- SRI (Samsung Research Institute)- Noida- India

2011-2015

Incepted in 2007, SRI-N is the largest product development center with S/W development ownership of all major mobile models launched across globe i.e. EUR/CIS, Middle East, South West Asia, and North America.

Human Resources Business Partner (Onsite)

Provide human resources generalist support for the Operating Company. As a member of the senior leadership team, worked strategically with leadership to successfully execute company initiatives.

- Talent Acquisition: Worked with operation leaders to create and maintain workforce staffing plans. Recruit, interview, and select associates to fill vacant positions as well as manage the pre-employment process.
- Onboarding: Plan and conduct new associate orientation and on-boarding process. Ensure that competent, diverse, and skilled workers are hired and workload levels are appropriate and maintained, and work to minimize turnover.
- Retention: Track retention and assist operation leaders in developing strategies that maintain and improve retention.
- Leadership Development: Partner with senior management to identify and proactively develop talent through formal training, mentoring, and coaching. Participate in succession planning to ensure talent is available and ready to assume positions of greater responsibility.
- Performance Management: Oversee the performance management process. Work with operation leaders on their associate evaluations. Provide training and consultation as necessary.
- Survey Analysis: Was responsible for successful planning and execution of company-wide Samsung Culture Index (SCI) Survey. Analyzed the data and partnered with leaders to execute strategies to improve culture.
- Organizational Development: Drive initiatives to foster a positive, inclusive work environment promoting employee engagement, collaboration, and innovation. Develop and enhance programs to enhance employee morale, team effectiveness, and organizational culture.
- Compensation & Benefits: Oversee all benefits and compensation policies, procedures, and programs. Provide guidance on benefits and compensation strategy planning and administration. Communicate all benefit and compensation programs to associates.
- Training & Development: Prepare and deliver leadership training for associates on various HR topics, including labor laws, HR policies and procedures.

EDUCATION:

Master of Business Administration (MBA), 2010

Specialist in Human Resources- University of Pune, India

Master of Science in Labor Law & Labor Welfare (MLL& LW), 2010

Specialist in Labor Relations- University of Pune, India

Bachelors in Commerce, 2008

Punjab University, India

TECHNICAL SKILLS:

MS Office Suite, UKG, Kronos, Oracle and My Single Software, Workday, Navex- EthicsPoint, PolicyTech, talentReef

Samantha Herrera

Human Resources Manager

(803) 626-3333 • 3355.samantha@gmail.com

Columbia, SC • linkedin.com/in/samantha-herrera

Resourceful and strategic professional with proven success in developing and implementing HR strategies to optimize organizational performance and employee satisfaction. Demonstrated expertise in talent acquisition, recruitment, and onboarding processes to ensure the acquisition of top-tier talent aligned with company objectives. Well-versed in employee relations, conflict resolution, and performance management to foster a positive work environment and enhance employee satisfaction. Instrumental in collaborating cross-functionally with senior leadership to align HR initiatives with business goals and drive continuous improvement. Excellent communication, problem-solving, and interpersonal skills; adept at building rapport with diverse teams and stakeholders at all levels of the organization.

Areas of Expertise

- Recruitment & Staffing
- Talent Acquisition & Retention
- Conflict Resolution
- HR Policies & Procedures
- Cross-Functional Collaboration
- Project Management
- Strategic Planning & Execution
- Team Leadership & Development
- Relationship Building

Professional Experience

Medical Services of America – Irmo, SC

2023 to Present

Human Resources Manager | Full- Time

Manage employee relations, including conducting performance evaluations, steering workplace inquiries, and implementing disciplinary measures to foster a constructive work environment. Resolve conflicts and promote positive workplace dynamics by mediating complex interpersonal disputes and implementing progressive discipline strategies. Oversee payroll processing and ensure accurate and timely disbursement of wages, benefits, and deductions for Medical Services of America employees, utilizing payroll software and systems efficiently. Lead organizational recruitment efforts across various positions while providing expert advice on compensation matters and developing employee engagement programs to enhance organizational efficiency and morale. Coach management teams, oversee HR initiatives, and promote strategies aligned with corporate objectives while adapting to evolving business needs. Ensure compliance with DHEC standards for employee records to maintain organizational integrity and regulatory adherence. Manage FMLA claims/attendance tracking to ensure compliance with legal requirements and company policies.

- Enhanced leadership skills and organizational effectiveness by introducing and leading a development program for clinical managers.
- Improved workplace culture and employee satisfaction by deploying employee engagement programs such as surveys, newsletters, and events.
- Conducted discreet investigations into employee and management complaints to effectively resolve instances of misconduct and maintain a harmonious workplace environment.
- Accomplished a 90% increase in recruitment process efficiency by optimizing job posting, candidate screening, and onboarding procedures to facilitate smoother hiring processes.

U.S Air Force – Shaw, AFB

2018 to 2023

Honor Guard Manager and Trainer (2022 to 2023) | Full- Time

Managed the recruitment, interviewing, and selection process of new guardsmen while overseeing the development of a training curriculum to improve the skills of the team. Liaised with other staff members to develop monthly training plans, while documenting and improving the work performance of the team through mentoring and coaching. Monitored and assessed the daily workflow of the department, including the fleet and training schedule. Maintained liaison with civilian industry to propel customer service skills and discover areas of growth.

- Improved Honor Guard operations through the implementation of efficient work methods and procedures that resulted in increased customer satisfaction and cost savings.
- Designed and developed a new scheduling system that saved the Air Force over 10K manpower hours.
- Trained and mentored a team of over 100 Honor Guardsmen to perform military honors for fallen Air Force members, meeting high standards of performance and professionalism.
- Steered vehicle operations, ammunition, and weapons storage to ensure compliance with safety regulations and maintain assets worth \$500K.

Samantha Herrera

Readiness and Plans Manager (2020 to 2022) | Full- Time

Implemented contingency and recovery plans to address missed deliverables, while identifying critical paths and developing plans to return to green and meet project objectives. Conducted thorough reviews of support contracts, ensuring timely submission of all necessary inputs and documents and providing clear and comprehensive recommendations to leadership. Reviewed annual budgets and identified changes impacting support levels. Negotiated with support receivers to establish effective procedures and technical aspects for required support activities. Processed and monitored security clearances, ensuring compliance with all applicable regulations and protocols.

- Coordinated the largest relief in place transfer authority to date for the Air Base, liaising with three separate agencies to efficiently and effectively in-process and billet 400 total force members.
- Leveraged project management skills as Lodging Project Manager, overseeing 21 facilities and effectively managing 19 critical work orders, extending the life of Air Base assets valued at 1M and ensuring optimal functionality.
- Developed an innovative inventory tracker for the services flights, establishing accountability for 23 20ft shipping containers containing over 2,600 equipment items valued at over 150K.
- Delivered seminars and presentations to over 200 participants, providing comprehensive training on emergency management procedures, deployment contingencies, and related topics.
- Created and certified the training curriculum for the emergency search and recovery team focusing on enhancing the necessary knowledge and skills to perform their roles effectively.

Services Accountant (2018 to 2020) | Full- Time

Demonstrated keen attention to detail by carefully reviewing and approving all financial records to ensure accuracy and compliance with regulatory requirements. Prepared and submitted detailed reports to the food services agency, providing transparent and comprehensive financial data to support effective decision-making. Managed cash collection and deposit processes, ensuring secure and efficient handling of funds. Facilitated effective team performance by providing comprehensive training to cashiers and other staff members. Processed purchase orders, inventory sheets, and waste logs to maintain accurate and up-to-date records of food inventory and usage. Formulated detailed funding requests on an annual basis to communicate budgetary needs and justify expenditures to secure the necessary funding.

- Analyzed and identified an error in the processing method, resulting in significant losses in profits for the Air Force; developed and implemented a new processing method that addressed the error, attaining over \$2M in savings for the Air Force's sustainment operations.
- Minimized waste and maximized profitability by determining key areas of potential expense and loss and executing robust strategies.
- Drove accurate and timely processing of subsistence entitlements for enlisted members residing in dormitories, supporting the well-being of personnel and encouraging a positive workplace culture.

AT&T – Miami, FL

2016 to 2018

Sales Professional | Full- Time

Promoted marketing and selling products and services to both existing and potential customers focusing on boosting sales revenue. Performed cost-benefit and needs analyses of customers to tailor solutions to individuals' specific needs and ensure personnel satisfaction. Fostered positive business and customer relationships through excellent communication and customer service skills for increased customer retention and loyalty. Engaged with team members and other departments to coordinate sales efforts and achieve organizational goals.

- Leveraged cold calling and emailing techniques to reach out to customer leads resulting in generating more than 50 new leads daily and expanding the customer base.
- Proactively sought feedback to continuously improve sales performance and adapt to changing market conditions, resulting in increased sales revenue and customer satisfaction.

G4S Secure Solutions – Miami, FL

2015 to 2016

Human Resource Specialist | Full- Time

Maintained accurate and up-to-date employment records throughout the employee lifecycle, including hiring, transfers, promotions, and terminations. Educated both new and existing employees on company policies, procedures, laws, and standards to promote a positive workplace culture. Managed personnel action forms and secured proper approval in compliance with company policies and legal regulations.

Samantha Herrera

Coordinated the hiring process by posting job ads, reviewing resumes, and conducting reference checks, resulting in a more efficient and effective hiring process. Conducted drug tests and background checks to ensure a safe and productive workplace. Led the planning and execution of successful job fairs at major universities and events to attract top talent and promote company brand awareness.

- Streamlined the new hire process by efficiently processing paperwork and ensuring completing all required documentation accurately.
- Provided detailed information to job applicants on job duties, responsibilities, benefits, schedules, working conditions, and promotion opportunities, resulting in a higher retention rate of new hires.
- Addressed/resolved complex employment relations issues, such as work complaints and harassment allegations in a timely/professional manner.

Additional Experience

[Customer Service / Account Management](#) | DBK Concepts, Inc. – Miami, FL | **Full- Time**

Education

[Master of Science in Human Resources Management](#) | Florida International University – Remote

[Bachelor of Science in Interdisciplinary Studies Minor in Psychology](#) | Florida International University – Miami, FL

[Associate of Science in Hospitality](#) | Community College of the Air Force – Montgomery, AL

Certification

- [PM Certification](#) | Coursera – Remote
- [Life Coach](#) | Transformation Academy - Remote

Language Proficiencies

English and Spanish

Samira Brown

HR Manager/ Talent Acquisitions
St. Petersburg, Florida

Email Address: Smb0731@gmail.com Phone: (330) 396-4787

With 6 years of experience in the HR field and a Master's degree in Industrial Organizational Psychology, I have gained substantial knowledge on successfully sourcing and placing exceptional candidates through innovative software, networking and metric analysis, while providing strategic consultation to businesses seeking guidance on effective employee relations and hiring. In my current role as Senior Recruitment Consultant, I have garnered over \$250,000 in revenue by successfully placing outstanding candidates from diverse backgrounds, including physicians, Chief Financial Officers, Controllers, Tech Managers, CPAs, Attorneys, Marketing Directors, and Account Executives, etc.

Work Experience

Senior Recruitment Consultant 2022 – Present

ITG

- Source and build relationships with clients seeking high-level professionals.
- Identify and recruit qualified professionals for direct placements, full-time, part-time, and contract assignments.
- Generate leads through various platforms, including referrals and relationship building.
- Post all open positions on various sites including LinkedIn, Indeed, ZipRecruiter, universities, and other job boards.
- Create and present offer letters, and benefits packages and negotiate salary.
- Onboarding processes; including the execution of employment verification, drug testing, and background checks, employment education, reference checks.
- Implement new strategies to increase the number of candidates and sourcing new clients.
- Acts as a reliable and efficient resource for both clients and candidates.

Senior Relationship Banker 2020 - 2022

HSBC

- Managed the operations of the branch such as cash management of over \$750,000, processing customer information, meeting deadlines, and revenue sales goals.
- Initiate lending services, mortgages, auto loans, credit cards, etc.
- Process financial transactions efficiently and accurately (including deposits, withdrawals, loan payments, IRA's) in compliance with regulations and guidelines.
- Provide financial education and services including wills and trust accounts.

Human Resources/Talent Acquisition Manager 2015 - 2020

Contract

- Effectively securing and organizing employee information records, payroll, behavioral data analysis, recruiting/hiring, and talent acquisition.
- Developed and coordinated training programs for management and employees to improve sales and operations.

- Assisted with employee onboarding and terminations, as well as requests for hardware, software applications and supplies within the department.
-
- Manages and evaluates the organizational programs regarding the recruitment, development, and retention of employees.

Executive Administrative Assistant

2014 - 2015

Dr. Tom Greyer

- Coordinated activities such as writing and editing proposals and vendor documentation.
- Maintain all client records and update them accurately when needed,
- Provided information, and research, and resolved problems as assigned and anticipated company/executive needs.
- Maintain and refine internal processes, coordinating internal and external resources to expedite workflow.
- Coordinate travel arrangements and provide organized resources.

Education

- Master's Degree in Industrial Organizational Psychology

Indiana Wesleyan University

- Bachelor's Degree in Psychology

Manchester Metropolitan University

Core Skills

- HRIS systems
- ADP
- Full Cycle Recruiting
- Applicant Tracking Systems ATS
- Strong communication skills
- Salesforce
- Manatal
- HubSpot
- Client focused service
- Expert in Microsoft 360
- Budget management
- Metrics-driven data/results
- Ability to adapt quickly
- Team working skills
- Risk Management
- Strong organizational skills
- Data analysis

Sandra Bedoya

(201) 906-6576
sandra_espi@yahoo.com

Summary:

Experienced HR Generalist with a proven track record of successfully managing a wide range of HR functions. Adept at building strong relationships with employees and senior management to create a positive and productive work environment. Skilled in talent acquisition, onboarding, employee relations, performance management and compliance. Strong interpersonal and communication and critical thinking skills and fostering positive relationships across all levels of the organization. Committed to driving organizational success by aligning HR strategies with business objectives. Looking to leverage my expertise and contribute to an organization's HR initiatives to drive growth and success.

Professional Experience:

Kornit Digital, NA | Englewood, NJ | May 2022 – Present

Human Resources Generalist

- Involved in the recruitment process, including job postings, screening resumes, conducting interviews, and coordinating the onboarding process for new hires
- Handle employee relations matters by addressing concerns, resolving conflicts, and promoting a positive work environment,
- Conduct investigations into employee complaints or policy violations
- Contribute to the development and implementation of HR policies, procedures, and employee handbooks. Ensure compliance with employment laws and regulations
- Assist in administering compensation and benefits programs, including salary reviews, performance evaluations, and managing employee benefits enrollment
- Support employee training and development initiatives, identify training needs, organize workshops or seminars, and facilitate employee development programs
- Assist in disciplinary action or performance improvement plans.
- Maintain employee records and HR databases, prepare HR reports, and manage day-to-day administrative tasks such as managing employee files, updating employee information, and generating employment-related documents
- Ensure compliance with labor laws, regulations, and internal policies. Stay up to date with employment legislation changes and make sure the organization follows best practices
- Play a role in fostering employee engagement and morale by organizing employee engagement activities, recognition programs, and employee surveys
- Participate in various HR projects such as implementing HR software systems, developing diversity and inclusion initiatives, or supporting organizational change management efforts

Sam Schwartz Engineering | New York, NY | 2019 – 2022

Human Resources Administrator

- Maintained accurate and confidential employee records, including personal information, employment contracts, benefits enrollment, and performance evaluations
- Coordinated and participated in the recruitment process, including posting job openings, screening resumes, conducting interviews, and facilitating new employee onboarding
- Administered employee benefits programs, including health insurance, retirement plans, and leave management. Answered employee inquiries and facilitated benefits enrollment changes
- Ensured adherence to HR policies and labor laws, including creating and updating employee handbooks, conducting compliance audits, and providing guidance to employees and managers
- Supported the performance management process, including goal setting, performance appraisals, and performance improvement plans. Provided guidance to managers and employees on performance-related matters
- Generated HR reports and analytics to support data-driven decision-making. Analyzed trends and metrics to identify areas for improvement and make recommendations to senior management

Univision Communications | Teaneck, NJ | 2015 - 2018

Payroll Coordinator

- Efficiently processed payroll for employees, ensuring accuracy and timeliness in calculations, deductions, and tax withholding
- Collected and verified timekeeping information, such as employee hours worked, vacation time, sick leave, and absences, and incorporate it into the payroll system
- Maintained accurate and up-to-date employee records, including personal information, tax details, salary changes, and benefits deductions
- Stayed informed about local, state, and federal payroll regulations and ensured adherence to these requirements. Prepared and submitted payroll-related reports and tax filings, as necessary.
- Assisted employees with inquiries related to their benefit, such as health insurance, retirement plans, and other voluntary deductions. Coordinated with benefits providers and processed necessary deductions
- Conducted periodic audits of payroll data to identify and resolve discrepancies or errors.
- Functioned as a point of contact for employees regarding payroll inquiries, provided excellent customer service and resolved any issues or discrepancies promptly
- Utilized payroll software and systems effectively, ensuring accurate input of data
- Maintained organized and confidential payroll files and records. Prepared and distributed payroll reports, including earning statements, tax forms, and year-end documents
- Collaborated with cross-functional teams, such as HR and finance departments, to ensure accurate and seamless processing of payroll-related information and resolved any interdepartmental issues

Leonia and Palisades Park, NJ School Districts | 2009 - 2015

Substitute Teacher

- Maintained discipline and created a positive learning environment in the absence of the regular teacher
- Effectively delivered lesson plans provided by the absent teacher, ensuring continuity in the curriculum
- Assisted students with their assignments, answered questions, and provided guidance as needed
- Oversaw students during class activities, ensuring the safety, and managed behavior
- Took attendance and maintained accurate records of student participation and behavior
- Adjusted to different grade levels, subjects, and teaching styles to meet the needs of each classroom
- Engaged students in meaningful learning activities, encouraged participation, and fostered a love for learning
- Collaborated with other teachers, administrators, and support staff to ensure a smooth transition in the absence of the regular teacher
- Communicated with students, parents, and colleagues to provide updates, address concerns, and maintain open lines of communication
- Prepared the classroom for instruction, arranged materials, and ensured a welcoming and organized learning environment

Education

- Bachelor's Degree | William Paterson University

Skills

- Fluent in Spanish
- Excellent written and verbal communication skills
- Problem solving and critical thinking skills
- Strong attention to detail
- Adaptability and flexibility
- Time management and organization
- HRIS: ADP Workforce Now, HiBob, Trakstar, CultureAmp, Comeet (ATS), Unanet, Kronos
- ERP Software: Oracle, Priority, SAP-Concur
- Microsoft Office, Excel, Word, PowerPoint, Outlook
- Communication Platforms: Skype, Microsoft Teams, Zoom

SARAH BATCHE

8646 Cologne Dr. Sterling Heights, MI 48314 · 586-872-3530
Sarahbatche95@gmail.com

Human Resources professional with 6 years of progressive general human resources experience, including administrative support, payroll processing, benefit administration, onboarding, HRIS systems, policy and procedures, and customer service. Highly effective in verbal and written communication and streamlining daily HR operations.

EXPERIENCE

MARCH 2022 – PRESENT

HR GENERALIST, PANGIAM HOLDINGS

- Complete and process semi-monthly payroll including any payroll transactions including garnishments, bonuses, commissions, and benefit deductions.
- Manage routine tasks required to administer and execute HR programs including benefits, employee recognition and productivity, and training and development.
- Assists in communication, interpretation, and upkeep of employee handbook and company policies.
- Developed, streamlined, and organized performance management reviews to align with organization's goals.
- Manage and process terminations and conduct and analyze exit interviews.
- Ensure legal compliance by monitoring and implementing human resources federal and state requirements.
- Responsible for all HR related vendor invoices including auditing, preparing, and submitting all monthly and quarterly invoices.
- Implemented and oversaw several HR system integrations.

OCTOBER 2018 – MARCH 2022

HR ASSISTANT, ASCENSION HEALTHCARE

- Provided administrative and transactional support to HR partners for HR programs such as licenses, certifications, education, and background checks, ensuring compliance with policy guidelines.
- Coordinated employee training and development programs.
- Provided guidance and support to managers and employees on HR-related matters.
- Processed union dues and deduction reports.
- Oversaw employee labor and HR federal laws and regulations to assure compliance.
- Managed and distributed HR related matters through our HRIS ticketing system across 7 business units.

MAY 2017 – SEPTEMBER 2018

HR ADMINISTRATOR, BELFOR PROPERTY RESTORATION

- Maintained employee records and ensured compliance with legal requirements.
- Assisted in the developing, testing and implementation of HRIS upgrades or patches.
Collaborate with functional and technical staff to coordinate application of upgrade or fix.
- Conducted new hire-related activities, including preparation, collection, and organization of new hire documents, verifying I-9 documentations, completing background checks, and new hire orientation.

EDUCATION

MAY 2017

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION, CENTRAL MICHIGAN UNIVERSITY

SKILLS

- HRIS Systems
- Communication
- Time Management
- HR Policies & Procedures
- Benefit Administration
- Employment Law
- Adaptability
- Payroll
- Teamwork
- People-Oriented
- Onboarding
- Analytic and Problem Solving

SARAH E. GRANT, SHRM-CP
Fort Wayne, IN | sarahbethgrant@gmail.com | 317.809.4402

HUMAN RESOURCES PROFESSIONAL

Accomplished HR professional who specializes in advising, coaching, and mentoring leaders for business results through engagement, training, risk management and employee retention; seeks to create balance between employee needs and business goals. Champion for DE&I, fairness in the workplace and positive experiences for all stakeholders.

SKILLS

Full-Cycle Recruiting	Employee Relations	Benefits Management/Enrollment
Leadership Coaching	Employee Engagement	Training/Learning/Development
Payroll/Accounting	FMLA/LOA	HRIS/ATS

EXPERIENCE

Human Resources Generalist- Leaders Staffing-Fort Wayne, IN 7/2022-present

- Performs daily, weekly and monthly generalist activities including, but not limited to administrative and tech work, full-cycle recruiting, employee relations, maintaining EE files and training and development. Offers excellent internal support and customer service.
- Assists with position updates, employee location assignments and internal payroll; manages internal and external FMLA and LOAs.
- Owns new hire benefits presentation and admin and annual open enrollment including health, vision, dental, life and 401k; administers company financial wellness program.
- Frequently serves as a relatable resource, coach and mentor to managers, due to personal, long-term experience in leadership roles.
- Successfully pitched, planned and implemented a formal service awards program.
- Translated company exit interviews into quantitative data and created digestible metrics to track turnover and increase retention.
- Fine-tuned the corrective action process, trained company leadership on the new process and counseled leaders on fair and effective administration of corrective action; serves as a relatable resource, coach and mentor to managers, due to personal, long-term experience in leadership roles.
- Created, organized, established the charter for and launched an Employee Engagement and Culture Committee.
- Set-up, customized and launched an updated LMS platform and trained all leaders on its use.

District/Senior Office Manager-Familia Dental- Fort Wayne, IN- 2/2021-6/2022, left to pursue Human Resources and SHRM.

- Senior Leader for four offices in Central Indiana. Coached leaders in Indy/Fort Wayne area to produce 120%-140% of goal for 4 consecutive fiscal quarters as well as maintaining the highest OSHA/IOSHA compliant offices companywide.
- Coached leaders on proper HR procedures for fair and effective outcomes, investigated employee complaints, and assisted with unemployment and EEO complaints; served as area HR/ER contact.
- Influenced the change process for benefits administration to increase employee retention.

HR/Manager- Fall Creek Dentistry-Fishers, IN-9/2020-1/2021, Temp/Contract

- Created and set-up time and attendance and PTO policies in HRIS.
- Created EE handbook and updated 40+ policies.
- Transitioned 401k plan to a new TPA.
- Transitioned all EE files from paper to electronic documents.

Office Manager- Pippin Dental/Benevis-Indianapolis, IN-6/2019-7/2020, office closed and did not re-open due to Covid-19.

- Recruited, managed, disciplined, and trained dental team members, and managed daily operations of the office and served as on-site HR; ran payroll and managed EE files.
- Collaborated with Doctor to generate highest quality patient care and business results.
- Streamlined scheduling, supply management and staffing with data from the P&L.

Relationship Manager- Bank of America-Fishers, IN, 6/2018-6/2019, left to transition back into a people leadership role.

- Opened, closed, and managed consumer and business bank accounts.
- Closed home and auto loans.
- Collaborated with bank partners to provide excellent services to meet client needs.

Store Manager- Walgreens-Indianapolis, IN-4/2005-6/2018, left to pursue a career outside of retail.

- Championed service and sales by leading 10-40 team members to create a unique and exceptional experience in the retail and pharmacy spaces.
- Executed on-site HR functions including full cycle recruiting for all departments, performance management, terminations, annual evaluations, EE file maintenance, unemployment cases, garnishments, and payroll.
- Launched and supported area Pulse engagement initiative by leading presentations and activities at the district office.

CERTIFICATIONS

SHRM-CP- 12/2022-Present

EDUCATION

Ivy Tech College TSAP/Purdue Global – BS in Business Administration- in progress- 5/2027

Sarah Moore

SHRM-CP

Wheeling, WV 26003

sarah.moore0304@yahoo.com

+1 740 310 9633

Human Resources professional with 12+ years of experience. Willing to travel when needed. Can work remote and travel as necessary.

Authorized to work in the US for any employer

Work Experience

Human Resources Manager

JSW Steel - Mingo Junction, OH

September 2022 to Present

Lead HR team in Mingo Junction, Ohio.

Assist in completing payroll for 300 employees bi weekly.

Employee relations- handle all employee relations issue and consult with legal counsel when necessary. Create and maintain HR policies and procedures. Ensure supervisors and management team adhere to them. Complete ongoing trainings with supervisors and managers.

Conduct random drug screening monthly.

Recruiting- recruit for exempt and non exempt talent. Work with recruiters and temporary agencies when necessary. Complete on boarding for all new hires.

Support benefits administrator with employee enrollment, open enrollment, payments, and 401k.

Lead quarterly employee meetings.

Performance management- create performance management reviews for hourly and salary employees.

Compensation- work with leadership team ongoing with exempt and non exempt compensation projects.

Human Resources Manager

The Ziegenfelder Company

September 2020 to September 2022

Lead HR team in 3 different locations throughout US.

Handled employee relations issues when team needed support. Work with legal department when necessary.

Worked closely with Operations team and Finance on compensation strategies.

Assist in Open Enrollment yearly with Finance department.

Maintain HRIS and train supervisor. Lead the transition to a new system in 2022.

Support recruitment team and strategy's.

Human Resources Generalist

The Ziegenfelder Company - Wheeling, WV

February 2018 to September 2020

Job Duties and Responsibilities:

- Oversee the day to day HR operations for the Wheeling, WV plant- includes around 200 employees.

- Manage all employee relations including any disciplinary actions up to and including termination of employment.
- Administer FMLA, Short Term Disability and LOA's.
- Manage all unemployment cases and hearings.
- Assist our payroll and benefit specialist with timecard administration, benefit meetings and 401(k) enrollments.
- Track all turnover, full time percentage, and percentage staffed for all three facilities- Wheeling, WV, Denver, CO and Chino, CA.
- Staff the 24/7 Wheeling, WV location to ensure enough production and operation employees are scheduled to prevent any kind of shut down.
- Conduct interviews and orientation/onboarding for new hires.
- Manage quarterly incentives for hourly employees.
- Ensure compliance for company- ex. EEO1 Reporting.
- Work closely with EHS team on workers comp issues and modified job descriptions.
- Update any policies and procedures in handbook-ex. Recovery Friendly Drug Free Workplace and PTO policy.

Human Resources Business Partner

Riesbeck Food Markets, Inc - Saint Clairsville, OH

November 2016 to February 2018

Job Duties and Responsibilities:

- Maintain Applicant Tracking System by submitting and reviewing background checks and completing all new hire forms, including I9 and E-verify.
- Add new employees to ADP
- Track all full time staffing needs.
- Handle all employee relation issues including gathering documentation, witness statements and performance improvement plans.
- Complete all unemployment claims and attend hearings as requested.
- Conduct new employee orientations on a weekly basis.
- Administer FMLA, LOA and Short term disability.
- Track employee attendance and disciplinary reports.
- Maintain employee files.
- Supervise HR intern and assign duties.
- Any other duties as assigned.

Human Resources Generalist

Aladdin Food Management Services, LLC - Canonsburg, PA

October 2015 to November 2016

Job Duties and Responsibilities:

- Employee Relations- work one on one with managers, handling employee issues, concerns, and terminations.
- Manage TalentReef-an applicant tracking system by tracking new applicants, submitting background checks, training managers on the onboarding process, and posting new career opportunities.
- Ensure all new employees have completed their required pre-employment screenings and onboarding forms.
- Create offer letters for new employees.

- Conduct exit interviews.
- Complete all employee verifications.
- Maintain employee files.
- Approve invoices from third party vendors.
- Complete all unemployment claims.
- Complete monthly employee tracking reports for all inactive employees.
- Complete any other duties/projects as assigned.

Human Resources Assistant

The Citizens Savings Bank - Martins Ferry, OH
October 2011 to August 2015

Job Duties and Responsibilities:

- Evaluate timecards and help process payroll for approximately 150 employees on a biweekly basis through ADP.
- Evaluate paid Vacation and Sick time accruals for all employees.
- Recruit potential employees by evaluating resumes and applications, conducting phone screens and interviews, attend job fairs, post open positions as needed on websites including company website.
- Perform orientations for new employees which include explaining standard paperwork and benefits, entering the new employees into ADP, verifying I-9 documentation, and enrolling them into the benefits they have selected.
- Maintain all employee Personnel and Supplemental files.
- Track all external training completed by all employees.
- Maintain reports for monthly invoices.
- Conduct exit interviews and terminate employees from benefits as needed.
- Provide & maintain FMLA paperwork for employees.
- Attend monthly Safety Council Meetings.
- A member of the Wellness Committee.
- A member of the Education and Training Committee.
- Complete minutes for meetings as requested.
- Provide monthly schedules for traveling Customer Service Representatives.
- Complete any other duties as assigned.

Customer Service Representative

The Citizens Savings Bank - Bridgeport, OH
November 2010 to October 2011

Job Duties and Responsibilities:

- Perform daily transactions for customers while maintaining a balanced cash drawer.
- Balance cash vault and ATM.
- Open and close new accounts and perform account updates.
- Maintain customer files.

Education

Bachelors of Business Administration in Business Administration

Ohio University Eastern - Saint Clairsville, OH

September 2006 to June 2010

Diploma

Union Local High School - Morristown, OH

August 2002 to May 2006

Skills

- Human Resources
- Benefits Administration
- Workers' Compensation
- ATS
- Talent Acquisition
- Employee Orientation
- Performance Management
- Human Resources Management
- Leadership
- Interviewing
- Administrative Experience
- Employee Relations
- Microsoft Office
- Microsoft Powerpoint
- FMLA
- HR sourcing
- Supervising experience
- Payroll
- Human resources
- Talent acquisition
- Workday
- Recruiting
- ATS
- Interviewing
- Leadership
- Payroll
- Employment & labor law
- Manufacturing
- Customer service
- Supervising experience
- Microsoft Excel
- Management
- Analysis skills

- HRIS
- Conflict management
- Human resources management
- Paylocity

Certifications and Licenses

SHRM-CP

February 2018 to February 2027

Professional In Human Resources

SHRM Certified Professional

Assessments

HR: Compensation & benefits — Highly Proficient

May 2022

Knowledge of compensation and benefits programs

Full results: [Highly Proficient](#)

Recruiting — Proficient

April 2023

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Resume of Sarah Obeso

Professional Experience

Randstad Sourceright

MSP Specialist

August 2022 – Present

- Manage & maintain relationships within client
- Develop existing customers to increase the use of Randstad Sourceright contract and permanent solutions
- Conduct weekly wage surveys to determine fair compensation for new requisitions through market analysis
- Size up a client's organization and industry, and provide advice and solutions to business challenges through the use of contract and permanent staffing solutions
- Coordinate between our processes and client hiring processes
- Represent clients internally and generate coverage for requisitions
- Conduct final candidate screening prior to presentation to the client
- Understand and explain client contracts and ensure non-standard client master agreements are in line with corporate policies
- Attend supplier update calls
- Partner with supplier agencies to continue to deliver on requisition needs and maintain high-volume of hiring across business lines, including professional and light industrial
- Conduct Quarterly Business Reviews or post-scorecard debrief meetings with client
- Ensure account SLAs are achieved and maintained
- Collaborate with VMS contacts and hiring managers to strengthen relationships and increase wallet share opportunities with Randstad OpCos
- Maintain Corporate Standards

Hays

October 2021 – August 2022

Recruitment Coordinator

- Work within Hays MSP program vertical supporting end to end interviewing and onboarding processes for client staff augmentation
- Administrative duties for all consultants within MSP program vertical as a “team effort” facilitating candidate placements, generating revenue
- Interface with hiring managers and candidate vendors to maintain relationships and facilitate interview coordination to move resources through the recruitment process
- Monitor background checks and other onboarding processes of candidates once job offer is extended to them, including end-client specific onboarding maneuvers
- Interface with multiple levels of leadership within both Hays internal functions and client functions
- Support Recruitment Business Partners in multiple levels of requisition creation until candidate placement

Lydecker Diaz

March 2020 – March 2021

Legal Assistant

- File pleadings with Court Clerks throughout the state of Florida
- Prepare and draft legal documents and pleadings, including deposition notices, subpoenas, motions and complaints to be filed with the court
- Conduct legal research into case law and precedents
- Organize documents and exhibits in an online database
- Prepare correspondence with opposing counsel and handle discovery
- Provide behind-the-scenes support in the courtroom during trial preparation, at hearings and trials, or in arbitration, mediation, administrative proceedings, and closings

Skybridge Resources*Senior Technical Recruiter***January 2019 – March 2020**

- Participate in the entire candidate recruiting lifecycle, from candidate phone screens, interviewing, onboarding, and placement in for multiple client companies in a fast-paced agency environment
- Work alongside Account Sales Manager in a team-relationship saturating job markets and client job-sites
- Interface with all levels of the Tech scene in Tampa Bay, from Technical Support Representatives to Senior Directors and Chief Information Officers
- Utilize Bullhorn Staffing CRM as a candidate tracking system
- Train junior recruiters on company processes throughout job duties
- Perform administrative back-office paperwork Microsoft suite of tools (Word, Excel, Outlook, Teams)
- Garnered over \$10,000 in job placement revenue

Padgett Communications*Project Assistant***April 2018 – August 2018**

- Traveling Client Relations and Technical support on various client site locations across the United States
- Helped managed events consisting of 100,000+ people, with clients consisting of the Republican National Convention of Iowa, Zeta Phi Beta Sorority, etc.
- Coordinate with client contacts to schedule event itineraries and make sure events ran smoothly

Education**University of South Florida***Bachelor of Arts in Interdisciplinary Social Sciences, December 2018*

- Vice President of Public Relations, Delta Delta Delta Sorority

Seba Sitto

HR Business Partner

3279 Lancaster Dr., Sterling Heights, MI, 48310

586-899-6744 | SebaSitto225@yahoo.com

- Accomplished seasoned Human Resource Business Partner with a passion to lead, inspire, and develop others.
- Strategic thinker with ability to achieve results while building relationships at all levels in the organization.
- Strong interpersonal skills with proven ability to communicate, influence and motivate executive business partners, managers, teammates, cross functional groups, and individual/teams to deliver business results.
- Strong understanding of traditional HR tools: staffing, organizational design, performance management, various HR policies/procedures, and legal compliance.
- Depth of experience in employee relations, investigations, workplace accommodations, etc. Ability to navigate complex employee situations.

Professional Experience

ICE, formerly known as Black Knight

February 2022 - Present

HR Business Partner

- Develop and implement strategies to improve organizational development and increase employee engagement.
- Provide guidance to leaders on employee relations and performance management.
- Conduct employee surveys to measure employee engagement and satisfaction.
- Analyze employee trends and metrics in order to develop solutions, programs and policies.
- Provide strategic HR consultation to senior management on employee relations, workforce planning, organizational development and talent management initiatives.
- Manage employee relations issues, including investigations, corrective action and employee disciplinary actions.
- Coach and mentor senior management on best practices for employee management and development.
- Provide expertise and guidance in recruitment, onboarding, and offboarding processes.
- Conduct job analysis and assessment to determine job requirements, duties, qualifications, and compensation.
- Provide guidance, recommendations, and action plans to the managers and company on employee engagement surveys.
- Advise on organizational development to help build and maintain a streamlined, high-performing workforce.

Rocket Mortgage

December 2017 - August 2021

HR Business Partner/Team Relations Specialist

- Coached and mentored business managers on employee relations issues.
- Developed and implemented HR strategies to support business objectives, organizational culture and employee development.
- Collaborated with the broader HR team to develop, implement, and monitor HR policies and procedures.
- Managed the employee relations processes, providing guidance and support to managers on disciplinary and grievance issues.
- Assessed training needs and developed appropriate training programs to enhance employee performance.
- Analyzed employee data and trends to identify areas of opportunity for improvement.
- Provided guidance to managers on organizational design and change management initiatives.
- Conducted workforce planning and analysis to ensure the right employees are in the right roles at the right time.
- Acted as a strategic HR Business Partner, providing guidance and expertise to senior leadership on a wide range of HR topics.

MB Aerospace

March 2014 - December 2017

Human Resource Generalist

- Conducted job analysis and created job descriptions to ensure accurate job roles and expectations.
- Developed and implemented performance management systems to promote employee engagement and productivity.
- Managed fullcycle recruitment process for all positions including sourcing, interviewing, and hiring of qualified candidates.
- Conducted new hire orientations and onboarding processes.
- Developed and presented employee training programs and workshops.
- Developed compensation and benefits packages for employees.
- Managed employee performance evaluations, disciplinary actions, and terminations.
- Analyzed data to identify trends in employee turnover, engagement, and satisfaction.
- Developed and implemented performance management systems and process improvement initiatives,
- Conducted training sessions on a variety of topics including conflict resolution, harassment, and diversity.

AT&T

June 2010 - March 2014

Human Resource Generalist

- Developed and managed various HR initiatives, including onboarding, employee development, and succession planning.
- Provided guidance and support to managers and employees on all HR related matters.
- Developed and maintained job descriptions for all positions.
- Managed employee relations and conducted investigations as needed.
- Analyzed trends and metrics to develop solutions, programs and policies.
- Monitored and maintained employee records, such as personnel files and leave records.
- Assisted with the development and implementation of compensation and benefit programs.
- Developed and implemented policies and procedures to ensure consistency and fairness.
- Provided strategic and tactical HR support to the organization, including recruitment, employee relations, performance management, benefits, and compliance.
- Developed and implemented a comprehensive Human Resources strategy to ensure the organization had the necessary talent and resources to meet business goals.

Adecco

December 2009 - March 2010

Human Resource Intern

- Assisted in the recruitment process, such as screening candidates, scheduling interviews, conducting reference checks, and onboarding.
- Updated and maintained employee records in the HR database.
- Developed and updated job descriptions and organizational charts.
- Assisted in resolving employee grievances and disputes.
- Participated in special projects as assigned.

Education

Bachelors Degree in Human Resource Development August 2008 - April 2010

Oakland University, Rochester, MI

Associates Degree in General Studies August 2004 - August 2008

Macomb Community College, Warren, MI

Key Skills





Languages

- Arabic

Software

- Workday
- Pulse Portal
- iCIMS
- Paycor
- Syteline
- ServiceNow
- Adobe
- Outlook
- Zoom
- Slack
- Microsoft Word, Excel, Microsoft PowerPoint, Microsoft Teams

Shantel Davis, SHRM-CP

Tampa, FL

Shanteldavis584@gmail.com /813-484-2995

<https://www.linkedin.com/in/shantel-davis/>

Passionate, innovative, collaborative, HR Professional with 5+ years of experience and expertise in developing new and improving human resources strategies. Adept at resolving complex problems and evaluating procedures to improve human resource function. Knowledgeable of human resources laws and regulations and possess expertise working with various industries in public/private sectors, including global, multi-state and multi-site and start-ups.

Core Competencies & Key Strengths

Organizational Development, Change Management, Unemployment Claims Management, Onboarding & Offboarding, Employee Relations & Investigations, HRIS/HCM System Implementations, Performance Management, Relationship Building & Networking, Talent Acquisition & Management, Diversity, Equity & Inclusion, Laws, Regulations & Compliance, Leadership Development

CERTIFICATIONS

Society for Human Resources Management Certified Professional (SHRM-CP)

Paycor Certified

PROFESSIONAL MEMBERSHIPS AND AFFILIATIONS

Member, Society for Human Resources Management (SHRM)-National Member

Member, Tampa Human Resources

COMPUTER & TECHNOLOGY SKILLS

ADP, Paylocity, Rippling, Paycom, Greenhouse, Paycor, Workday, ServiceNow, UKG, LinkedIn Recruiter, Indeed, Clear Company, Canva, Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, Access, Teams), SharePoint, Adobe, Business Intelligence Tools & Reporting

EDUCATION

Master of Science | Psychology with concentration in Industrial Organizational Psychology | Southern New Hampshire University | Manchester, NH | 2023

Bachelor of Science | Business Administration with concentration in Human Resources | Southern New Hampshire University | Manchester, NH | 2019

PROFESSIONAL EXPERIENCE

BCI, Tennessee

Benefits System Test Analyst (Contract)

September 2023- Current

- *Collaborate with upper management and team in identifying and breaking down the necessary tasks to test a new product.*
- *Defining, developing, applying, and assessing tests to analyze new products, usually in a software context.*
- *Analytical skills as well as an ability to think outside the box.*
- *Executed tests and troubleshoot issues to identify root cause of resulting problem.*
- *Created detailed bug reports with screenshots and steps to reproduce the issues encountered during testing.*

Secuvy, California

June 2023-July 2023

Human Resources Generalist (Consulting)

Reason left company: Consulting Contract

- *Provided guidance on employee relations issues such as performance management, disciplinary action, terminations, grievances, and complaints.*

- Ensured compliance with federal, state, and local employment laws regarding all aspects of Human Resources management.
- Designed and implemented human resources policies and procedures.
- Advised managers on organizational policy matters, such as equal employment opportunity and sexual harassment and recommended needed changes.
- Developed and implemented human resources policies and procedures to ensure compliance with applicable laws and regulations.
- Provided guidance to management on all aspects of employee relations, including performance management, corrective action, policy interpretation, and labor law compliance.

Hunter International (Pfizer), Tampa FL

Human Resources Coordinator

Reason left company: Contract

February 2023- March 2023

- Responsible and accountable for ensuring the delivery of HR services for the site/sites supported.
- Responsible for executing flawless HR operational tasks while following documented global, regional, and country-specific processes and procedures, making work easier and faster.
- Ran reports and analyzed data enabling HR to make informed decisions.
- Answered questions from employees regarding benefits packages or other workplace issues.
- Reviewed human resource paperwork for accuracy and completeness by verifying and correcting data.
- Maintained and updated employee records to support accuracy and compliance.

Vale Group, Tampa FL

August 2022-October 2022

Human Resources Generalist (HR Department of One)

Reason left company: Company-wide layoff (Start-Up)

- Collaborated with Senior Leadership directing both internal and external staff in recruitment, benefits, training, leadership development, HRIS implementation and regulatory compliance.
- Facilitated the redesign and creation of core business operations, including the HRIS (Rippling) implementation and an ATS (Greenhouse) to streamline the recruiting and HR process.
- Researched current trends in Human Resources best practices to ensure compliance with federal regulations.
- Provided guidance to managers regarding employee discipline, termination processes and other HR related matters.
- Assisted with the development of compensation packages, benefits policies, and procedures in accordance with labor laws.
- Created a comprehensive employee handbook outlining company policies and procedures.

Physician Partners of America, Tampa FL

October 2021-

July 2022

Human Resources Generalist

Reason I left company: Company Restructuring

- Maintained HRIS records and created custom reports from HRIS database ADP and Paycor
- Administered employee leave (FMLA, STD, LTD, PLOA) in compliance with federal, state, and local employment laws and regulations.
- Led company-wide compliance trainings, performance management reviews and training (ex. HIPAA, Sexual Harassment, Diversity & inclusion.)
- Spearheaded HRIS system implementation (ADP to Paycor)
- Maintained confidential personnel files to document personnel actions and to provide information for payroll and other uses in accordance with applicable legal requirements.
- Coordinated onboarding of new employees, providing orientation materials and training programs.

- Conducted job analysis and evaluated job descriptions to determine appropriate classifications and compensation levels.

Hiregy/People 2.0 (Checker's & Rally's Drive-in Restaurant)-Tampa, FL

August 2021-September 2021

Human Resources Field Recruiter (Multi-state)

Reason I left company: Contract

- Hired to manage recruitment and staffing for all restaurant locations.
- Reviewed and developed job descriptions.
- Created and implemented hiring policies, procedures, systems, and technologies to support the company's long-term growth and expansion.
- Maintained accurate records of all hiring activities in the Applicant Tracking System.
- Created job descriptions for new openings in alignment with company culture and goals.

Ashley Furniture, Tampa, FL

April 2021-June 2021

Human Resources Administrator

Reason I left company: Contract

- Hired to conduct weekly New Hire Orientations, I-9, and other new hire paperwork completion, integrating new employees with the company culture and company policies to support the company's long-term growth and expansion.
- Processed, maintained, and filed documentation to support HR policies and procedures, benefits, and employee programs.
- Constant interaction with employees, the public, and state and federal agencies daily.
- Ensured compliance with organizational policies and procedures related to human resources activities.
- Created and maintained employee records in accordance with HR policies and legal requirements.
- Facilitated new hire paperwork and enrollment into benefits programs.

Pearce Services, Brandon, FL

July 2019-January 2021

Human Resources Assistant

Reason I left company: Covid Layoff

- Conducted company audits of I-9s to ensure compliance for all three companies.
- Performed file audits to ensure all employee documentation complied with state and federal regulations.
- Instrumental in transforming the company from paper filling system to completely digital.
- Assisted with streamlining the integration of 3 companies, over 4,000 employees.
- Supported day-to-day operations of HR functions and duties.
- Maintained and updated employee records to support accuracy and compliance.
- Provided administrative support to managers by scheduling meetings, arranging conference calls, and taking notes during meetings.
- Facilitated communication between management and staff regarding changes in policies or procedures.
- Maintained employee records including benefits, leaves of absence, performance reviews and disciplinary actions.

Shauna D. Kee
330.631.7763 | ShaunaJ8@gmail.com
www.linkedin.com/in/SDKEE

Professional Profile

Results-driven and accomplished HR Executive with a proven record of improving business results through talent. A credible leader with exceptional communication skills and the ability to form successful partnerships with business leaders to drive change. Leader encompasses a strong ability to lead teams to deliver strategies that promote accountability around diversity and inclusion while improving employee engagement.

Key Competencies

Compensation & Benefit | Performance Management | Employee Relations | Talent Development & Coaching | Change Management | Succession Planning | Diversity, Equity, and Inclusion | Employee Culture & Engagement | Strategic HR Planning | Talent Acquisition & Retention | Leadership Development | HR Analytics

Professional Experience

Modern Meadow
VP of Human Resources

Nutley, NJ
Oct. 2021 - Present

- Led the development of a unified organizational culture and identity for a pre-IPO Bio-tech firm, leading the People strategy for a workforce of 115+ employees.
- Cultivated a high-performance HR team of four professionals, strategically managing critical areas, including talent acquisition, succession planning, retention, training, leadership development, compensation, payroll, and benefits.
- Successfully implemented and executed a new Human Resources Information System (HRIS) to optimize payroll processing, achieve cross-functional system integration, and elevate the overall employee experience.
- Achieved alignment of HR strategies with overarching business goals, resulting in a 10% reduction of a \$3M HR Budget and a 15% improvement in employee retention.
- Elevated Employee Voice and Culture by championing and fostering Employee Resource Groups, creating a sense of belonging and empowerment throughout the organization.
- Spearheaded a comprehensive overhaul of policies and leave regulations, ensuring the equitable and transparent development of policies aligned with legal compliance and organizational values.
- Introduced specialized salary matrices tailored for the R&D and Business Development teams, systematically optimizing the company's total rewards strategy for enhanced competitiveness and employee satisfaction.

Morgan Stanley
HRBP Vice President – Legal & Compliance

New York, NY
Apr. 2020 – Sept. 2021

- Managed the HR function for 900+ employees, serving as the primary HRBP to the Chief Compliance Officer and 7 Managing Directors.
- Provided strategic counsel to the LCD diversity committee, guiding a more intentional focus on creating an inclusive and equitable workplace. This involved leading comprehensive diversity and inclusion initiatives, including co-facilitating unconscious bias training and spearheading talent landscape analyses.
- Spearheaded integration efforts of 150+ employees acquired through two significant acquisitions, including job title mapping, performance management training, FLSA reviews, and tracking the cost of synergies.
- Advised senior leadership on conducting salary and pay equity reviews, ensuring the implementation of competitive compensation practices in alignment with organizational goals.

Macy's Inc.
HRBP Director – District New Jersey/Pennsylvania

New York, NY
Oct. 2018 – Mar. 2020

- Provided strategic HR support to the District SVP and District VPs, influencing decisions, and optimizing district performance. Managed talent needs and risk analysis for a \$700m district, managing 25 stores, 350 executives, and 4000+ hourly colleagues.
- Designed and implemented Human Resources strategies for the NJ/PA District, emphasizing culture and

employee wellness, talent management, leadership development, and training.

- Identified internal candidates for growth aligned with district needs and business goals, fostering cross-development and departmental mobility.
- Successfully executed talent planning and succession planning programs focused with 80%+ participation, enhancing high-performing employee development.
- Graduated from the 2019 MOSAIC Leadership program, designed to accelerate the momentum of high-potential multicultural Director-level colleagues.

HRBP Talent Manager – Stores Central

Feb. 2018 – Oct. 2018

- Developed and oversaw the execution of the Talent Development strategies for the store's Central Executive Team (200+ Executives).
- Ensured a global and consistent approach to talent calibration and talent differentiation.
- Selected for and attended the "Emerging Leaders Development Program," a program for High Potential Managers preparing them to successfully transition into expanded leadership roles.

Employee Relations Business Partner

Oct. 2017 – Jan. 2018

- Chosen to spearhead creating and piloting a shared service model in "Employee Relations" with the executive team of merchants, encompassing 2500 employees.
- Collaborated closely with legal experts to establish consistent practices, contributing to developing long-term solutions for employee issues and actions.
- Formulated a comprehensive communication strategy, along with efficient processes and reporting mechanisms, including records retention, and successfully cascaded these to the internal team for seamless implementation.
- Managed the sensitive resolution of employee grievances, terminations, and challenging situations, ensuring fairness and respect throughout the process.

HR Business Partner – Ready to Wear Planning Team

Mar. 2017 – Sept. 2017

HR Business Partner – Beauty Merchants & Administrative Assistants

Nov. 2015 – Feb. 2017

- Orchestrated pivotal HR initiatives for 400+ employees, overseeing internal succession planning, employee relations, talent/performance management, and culture/engagement programs.
- Provided coaching to senior leaders, guiding the development of the employee population, implementing management best practices, and ensuring the effective execution of company initiatives and programs.
- Developed and co-led internal HRBP Talent Summits to share talent insights, align communication strategies, and enhance HR engagement across the merchant organization.

Target Corporations

Canton, OH

Human Resource Manager

Feb. 2013 – Nov. 2015

- Successfully staffed, trained, and developed a team of 150+ members through individual talent planning, ensuring a high-performance workforce.
- Collaborated with peers to enhance the overall employee experience, strategically reducing turnover and fostering employee retention.
- Served as the Campus Recruiting Captain for Kent State University, overseeing recruitment efforts for the district, and held the role of District Trainer for ETL-HR.

Education

Master of Business Administration (MBA) **Bachelor of Science**

Kent State University (Kent, OH)
Hampton University (Hampton, VA)

August 2013
May 2011

Professional Memberships:

Society for Human Resource Management (SHRM), Spiked Foundation (Board Member), Kent State University MBA Advisory Board (Board Member)

SHAUNA WARD, SHRM-CP

4120 Charleston Ave ♦ Hutchinson, KS 67502
620-931-8186 ♦ wardshauna1014@gmail.com

An approachable, dedicated and hardworking human resources professional focused on strategy and development. I thrive in opportunities that provide me with challenges within organizations that have great core values. Ready to contribute to a team on strategic planning from frontline employees up to C-Suite.

WORK EXPERIENCE

Kinetix HR – Healthcare RPO

Recruiting Manager/Talent Acquisition Manager

Hutchinson, KS

08/2021 – Present

- Responsible for coaching, mentoring, and managing a team of 10 recruiters.
- Develop action plans to respond to staffing issues, assure recruitment and selection of candidates meet technical, professional, and interpersonal requirements. Analyze workforce planning and recruiting best practices for all responsible departments.
- Build strong client relationships and ensure the client expectations are met.
- Manage all recruiting processes including the applicant tracking system, processing and onboarding of new talent.
- Provide reporting; maintain other records, reports and logs.
- Participates in staff meetings and weekly department meetings.
- Identify training needs for employees and individual managers in the location.
- Establish strong working relationships with clients HR department to ensure alignment.
- Responsible for partnering with leadership to develop a culture of positive employee relations and engagement.

Members Mortgage Services

Human Resources Manager

Hutchinson, KS

09/2017 – 07/2021

- Partnering with hiring managers to determine staffing needs.
- Performs special compensation market and internal equity studies by analyzing salary data and work experience of existing employees.
- Build out of salary grade and range structures. Updating these as needed.
- Researches, develops, and implements competitive compensation, benefits, performance appraisal, and employee incentive programs.
- Recruit, interview, hire and assist with training for all staff.
- Screening resumes, performing in-person and phone interviews with candidates
- Coordinating interviews with the hiring managers and making recommendations
- Maintaining relationships with both internal and external clients to ensure staffing goals are achieved.
- Design and implement employee retention plans.
- Collaborate with executive leadership to determine strategic goals for the organization.
- Design and implement staff training and development plans.
- Works with management to provide HR guidance as needed.
- Manages employee relations issues, conducting investigations as needed.
- Policy development and implementation
- Provides guidance and leadership to the human resource management team; assists with resolution of human resources, compensation, and benefits questions, concerns, and issues.
- Handles discipline and termination of employees in accordance with company policy
- Collaborates with executive leadership to draft and implement the organizations staffing budget and the budget for the human resource department.
- Create and maintain employee job descriptions.
- Manage employment records and HRIS management.

Hutchinson Clinic*Corporate Recruiter/Human Resources Generalist*

Hutchinson, KS

06/2015 – 09/2017

- Analyzes trends in compensation and benefits; researches and proposes competitive base and incentive pay programs to ensure the organization attracts and retains top talent.
- Re-build out of salary grade and range structures, along with implementation. Updating these as needed.
- Reviews, tracks, and documents compliance with mandatory and non-mandatory training, continuing education, and work assessments. This may include safety training, anti-harassment training, professional licensure, and aptitude exams and certifications.
- Recruits, interviews, and facilitates the hiring of qualified job applicants for open positions; collaborates with departmental managers to understand skills and competencies required for openings.
- Conducts or acquires background checks and employee eligibility verifications.
- Implements new hire orientation and employee recognition programs.
- Performs routine tasks required to administer and execute human resource programs including but not limited to compensation, benefits, and leave; disciplinary matters; disputes and investigations; performance and talent management; productivity, recognition, and morale; occupational health and safety; and training and development.
- Handles employment-related inquiries from applicants, employees, and supervisors, referring complex and/or sensitive matters to the appropriate staff.
- Attends and participates in employee disciplinary meetings, terminations, and investigations.
- Maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.
- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law.
- Performs other duties as assigned.

Wesley Towers*Human Resources Assistant/Generalist*

Hutchinson, KS

05/2012 – 07/2015

- Assist the VP of Human Resources with resolution of human resource, compensation, and benefits questions, concerns, and issues.
- Assists the VP of HR with discipline and termination of employees in accordance with company policy
- Partnering with hiring managers to determine staffing needs.
- Recruit, interview, hire and assist with training for all staff.
- Screening resumes, performing in-person and phone interviews with candidates
- Coordinating interviews with the hiring managers and making recommendations
- Administering appropriate company assessments, performing reference and background checks
- May assist with payroll functions including processing, answering employee questions, fixing processing errors, and distributing checks.
- Performs periodic audits of HR files and records to ensure that all required documents are collected and filed appropriately.
- Assists with planning and execution of special events such as benefits enrollment, organization-wide meetings, employee recognition events, holiday parties, and retirement celebrations.
- Preparing and tracking annual employee evaluations
- Assists the VP of HR with company policies
- Maintains the integrity and confidentiality of human resource files and records.

LEADERSHIP EXPERIENCE**Central KS SHRM***Chapter President*

Hutchinson, KS

01/2020 – 01/2021

- Conduct the business of the chapter in accordance with the chapter bylaws and serve as chairperson of the chapter's Board of Directors
- Preside over the activities of all officers, directors, as well as standing committees
- Chair all meetings of chapter officers and members
- Lead the development and implementation of short-term and long-term strategic planning for the chapter
- Attend state council meetings and participate in state council matters.

Central KS SHRM

Hutchinson, KS

Chapter President Elect

01/2019 – 01/2020

- Perform special projects as assigned by the President
- Participate in the development and implementation of short-term and long-term strategic planning for the chapter
- Represent the chapter in the human resources community
- Assist all officers in performing job duties, if requested.

Central KS SHRM

Hutchinson, KS

Programming Chair

01/2017 – 01/2019

- Chair meetings of the program committee to select topics and speakers for monthly program and satellite meetings
- Serve as resource to committee members in arranging monthly meetings
- Contact potential speakers and make arrangements for selected meetings.
- Review program evaluations for feedback to be used in planning future events

EDUCATION

Hutchinson Community College

May 2014

Associate of Arts, Business Administration

Fort Hays State University

May 2016

Bachelor of Science, Human Resources Management

TRAINING, SKILLS AND INTERESTS

2020 SHRM Learning System – Butler Community College

Preparation for SHRM Certification

Programs: ADP, Paycom, ApplicantStack, PerformancePro, Compease, Microsoft Office

Sonia I. Avilés Díaz

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SUMMARY

Strategic and innovative HR Manager who translates business vision into HR initiatives that improve performance, profitability, growth, and employee engagement. Attentive and communicative, with more than five years of experience. Strong written and verbal communication skills, attention to detail, and ability to gain trust combine to achieve results. Experiencing in managing personnel records management, compensation, benefits, and employee relations.

CORE COMPETENCIES

- HR Best Practice
- Employee Relations & Diversity
- Talent Acquisition
- Staff Coaching & Mentoring
- Organizational Development
- HR Policy, Process & System Design
- HRIS Applications (ADP, SuccessFactors, Workday, PeopleSoft)
- Workforce Training and Development
- Pre-Employment Screening
- Compensation & Benefits

Disciplined and flexible problem-solving approach that balances business goals with employee needs.

PROFESSIONAL EXPERIENCE

Aramark

September 2022- Present
Remote

Human Resources Manager

- Oversee all HR functions for 500+ staff, lead the response to any labor or compensation issues, drive recruitment initiatives, and manage employee onboarding.
- Set overarching strategy for employee relations and cross-functional collaboration.
- Provided analytical, technical administrative, and project management support related to benefits, payroll, reporting, and compliance measures.
- Ensuring compliance with applicable state and federal laws and regulations.
- Maintaining updated knowledge of pertinent state and federal regulations and laws, including FMLA, HIPAA, and ADA, maintaining payroll and related records recording the accumulation and use of vacation, holidays, sick days, and miscellaneous leaves of absence.
- Responsible for developing and maintaining successful working relationships with the management team to influence and provide effective HR processes, advice, and support.
- Providing proactive coaching, consultation, and direction to management in employee relations, performance management, training and development, compensation, and overall organizational effectiveness.
- Increasing understanding and consistently applying company policies, procedures, and practices through training, coaching, one-on-one communication, and policy interpretation.
- Assessing and prioritizing the issues to ensure accurate, efficient, and timely resolution of HR issues and policy interpretation questions by adequately engaging with HR departments, the law department, the loss prevention department, and other applicable corporate departments.
- Built and sustained strategic partnerships focused on best practices and contract and regulatory requirements.
- Partnered with regional directors, team leaders, and program managers for multiple regions and multiple contracts with an employee base of 900+ employees geographically dispersed throughout the country to support and implement initiatives to aid the business units in effectively meeting their business goals and objectives.
- Supported business leaders with multiple business restructuring initiatives, including several layoff events of 5 to 100+ employees.
- Directing the recruitment process by determining the appropriate referral source, posting, determining qualifications, scheduling, interviewing, reference, clearances, offer parameters, and written employment offer.

ASM Global**August 2021- October 2022
Kissimmee, FL***Human Resources Manager*

- Ensured compliance with legal requirements and government reporting regulations affecting human resources functions. Maintains compliance with state regulations concerning employment.
- Administer various Human Resources plans and procedures for all facility personnel.
- Performed recruitment activities. Recruited, interviewed, and selected employees to fill vacant positions.
- Planned and conducted new employee orientations.
- Kept records of benefits plan participation such as insurance and pension plan, personnel transactions such as hires, promotions, transfers, performance reviews, terminations, and employee statistics for government reporting.
- Coordinated training or trained Managers in interviewing, hiring, terminations, promotions, performance management, performance review, safety, and sexual harassment. Coordinated training or trained employees in ASM GLOBAL Customer Service Training
- Advised management in appropriate resolution of employee relations issues.
- Advised the corporate office of EEOC complaints and other employee relations problems.
- Responded to inquiries regarding policies, procedures, and programs.
- Administered Affirmative Action Plan
- Administered performance review and salary administration program.
- Administered benefits programs such as life, health, dental and disability insurance, pension plans, vacation, sick leave, leave of absence, and employee assistance.
- Investigated accidents and prepare reports for insurance carriers.
- Prepared employee separation notices and related documentation and conducted exit interviews to determine reasons behind separations.
- Oversee employee performance and collaborate with management to evaluate underperforming employees.
- Collaborated with senior leadership to understand the organization's staffing, recruiting, and retention goals and strategies.
- Planned, led, developed, coordinated, and implemented policies, processes, training, initiatives, and surveys to support the organization's human resource compliance and strategy needs.

Uniqlo, LLC**September 2016- August 2021
Orlando, FL***Human Resources Manager*

- Ensured fairness and accuracy in HR documentation and file management. Provided HR guidance to managers on employee relations issues.
- Supported onboarding through Workday of all employees, including initiating correct system access and setting up.
- Acted as a single point of contact for employees' questions/concerns.
- Maintained all compliance with all current employment laws. Guided and advised managers in USA employment law matters.
- Provided HR support in organizational change initiatives, including talent acquisition, communications, terminations, promotions, and new hires.
- Partnered closely with hiring managers and assisted with the recruiting process: defining jobs and spec, guiding as needed.
- Investigated and resolved various employee relations issues (e.g., EEOC claims, harassment, discrimination, ethics, resolve, etc.)
- Worked with managers to resolve employee performance issues and handled disciplinary actions to conclusions.
- Ensured effective and good working relationships and exchange of best practices with global HR practices. Actively supported management-employee engagement activities.
- Ensured consistency in all execution of HR policies and practices.
- Successfully creating and driving effective and positive employee relations, retention, and reward programs.
- Ability to be comfortable with a high-volume workload and not afraid to "roll up my sleeves."
- Able to manage multiple priorities simultaneously- oriented on results.
- I oversee Florida's employee population of approximately 250+ employees and directly manage a staff of ten.
- Focused on identifying and selecting talented employees to grow organizational capabilities, promoting an average of 30 employees annually.

EDUCATION

Bachelor's degree in business administration with a Major in Human Resources Management 2016 - 2020
National University College, Online Division

Associate degree in office systems with a Major in Medical Secretary 2011-2013
National University Collage

Veronica Ratajczak

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OBJECTIVE

Structured and energized HR leader of 6 years, who helps translate business visions into HR initiatives. Award-winning leader that strives to improve performance, growth, and employee engagement.

PROFESSIONAL EXPERIENCE

Human Resources Manager

Radix Solar, Phoenix, AZ

May 2022 – Present

- Manage payroll and benefits including renewal negotiation, open enrollment, leave policies, workers comp. 401k, HSA's, child support etc.
- Ensure compliance with federal and state regulations for AZ, UT, CA, TX and TN by staying abreast with evolving legal requirements related to EEO, DEI, FMLA, ACA, etc.
- Full cycle recruiting for 3 separate company departments, increasing overall headcount by 48% in 6 months
- Successfully built and established a fully functioning recruiting department team from the ground up
- Execute HR programs and conversations with all employees including disciplinary matters, performance meetings, compensation, compliance trainings and terminations

Human Resources Generalist

AJR and Partners, Troy, MI

December 2020 – May 2022

- Awarded Rookie Recruiter of the year 2021 at One Source Provider's National Conference
- Supervised a team of 5 recruiters, ensured weekly and monthly quotas were hit by conducting weekly one on one's to coach and coordinate division improvements
- Presented at National Conferences and weekly company-wide calls to deliver training methods, career development and programs relative to building operation standards
- Executed full-cycle recruiting and high rolled company-wide standards of 32 new employees every month for 11 consecutive months

Human Resources Recruitment Specialist

Express Employment Professionals, East Lansing, MI

July 2020 – December 2020

- Facilitated 1st and 2nd half of all applicant onboarding including recruiting, screening, and interviewing 5 or more individuals a day
- Cold Called 70+ applicants a day by using Careerbuilder, Zip Recruiter, Indeed and Michigan Talent Bank
- Conducted drug screens, background checks and verified certifications and I-9's
- Created and analyzed job postings for all clients to ensure there was 30+ applicants a day for each position posted

Human Resources Generalist

Michigan State University Retail Food Services, East Lansing, MI

September 2018-July 2020

- Conducted and organized 5 community hiring seminars for potential employees
- Recruited, interviewed and on-boarded 150 new employees
- Filed information for budgets and work orders using Microsoft Excel
- Ensured all company procedures and policies were well communicated from our main office to our 20 store sites

EDUCATION

Michigan State University, East Lansing, MI

Bachelor of Science

GPA: 3.5/4.00 Dean's List

Phi Theta Kappa Honors Society, *Member* International Business Organization, *Member*

YALANDA TAYLOR

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HUMAN RESOURCES DIRECTOR, SHRM-CP, PHR

Establish People and HR strategies, functions and processes that enable sustainable business growth while attracting, engaging, developing and retaining top talent.

Champion organizational vision and mission through people. Partner with senior executive leadership to align strategies, transform organizational culture, and create an employee experience of excellence. **Lead with empathy and respect.** Foster inclusive, collaborative, and accountable work environments where people are encouraged to innovate and drive for results. Leverage agile, growth mindset, high EQ, and active listening to engage and empower teams.

EXPERTISE

Employee Engagement/Relations • HR Regulations and Compliance • Performance Management • Strategic Planning Change Management • Project Management • Data Analytics • Benefits Administration • Recruitment and Staffing Coaching and Mentoring • HRIS • Federal Regulatory Compliance • Program Development and Management

PROFESSIONAL EXPERIENCE

LA

March 2022-Present

HR GENERALIST

Professional level duties working closely with executive management with employee relations, leave administration, performance management, benefits, ADP payroll, proficient in HR technology. recruitment, onboarding, policy and process development and federal regulations compliance. Developed and maintained the FAA-mandated Drug and Alcohol program according to DOT regulations. Developed processes, managed performance evaluations, high emotional intelligence for employee relations matters, complete state separation notices and conduct exit interviews. Corporate communications include content developer for intranet, newsletter, and employee updates. Leave administrator for FMLA and worker's compensation. Developed employee voucher program and online employee uniform store.

WESTSIDE HABILITATION CENTER | Alexandria, LA

May-2021-November 2021

DIRECTOR OF HUMAN RESOURCES

Oversee HR Operations of 200 employees with responsibility for development and execution of recruitment plans, staffing, employee relations, compliance, managed team members, served as strategic advisor to Administrator. Testified in unemployment appeals and reported worker's compensation claims. Compliance with JCAHO and LDH standards.

MERCY BEHAVIORAL HOSPITAL | Lecompte, LA

October 2020-April 2021

DIRECTOR OF HUMAN RESOURCES

Management human resources department of one for a start up. Created mission statement, values and philosophy for organization. Advised Administrator on employment regulations, recruiting, employee relations and compensation. Developed onboarding and orientation program which attracted the Mayor. Conflict resolution. Developed diversity and inclusion awareness committee which recognized and spread awareness company-wide. Developed forms, policies and procedures for human resources department. Interviewed, made hire recommendations and terminations. Timekeeping duties. . Compliance with JCAHO and LDH standards.

CENTRAL LOUISIANA TECH COMMUNITY COLLEGE | Alexandria, LA Aug 2018-Aug 2020

HUMAN RESOURCES MANAGER

Responsible for supervisory and administrative work supervising, coordinating and administering human resources management activities including: recruitment, onboarding, training coordinator, staff training, employee counseling, open enrollment, and performance management for eight campuses and 300 employees. Implemented campus-wide Professional Development Events, redesigned onboarding process, developed inservice opportunities, and draft EEOC rebuttals. Responsible for vacancy announcements, conflict resolution, recruitment and filling, tracking educational and professional credentials for SACSCOC accreditation, processing employee personnel actions, complete accident reports, maintenance of personnel files and adherence to Civil Service rules and applicable laws on human resource matters. Provide guidance to department heads on personnel-related issues. Recommend candidates for interview. Technology includes Banner, Cognos reporting, and NeoGov. Developed staff orientation and faculty training program.

NORTHWESTERN STATE UNIVERSITY | Natchitoches, LA

Nov 2016-Aug 2018

ASSISTANT DIRECTOR, HUMAN RESOURCES

Responsible for departmental operations for over 1,000 employees, departmental supervision and administrative work directing, coordinating and administering activities related to human resources management including: writing, revision and administration of policies and procedures for over 800 employees. Advise executive staff, conflict resolution, department heads and supervisors on HR and Civil Service policies and procedures, disciplinary matters, strategic staffing plans, compensation, benefits, and personnel budget costs Responsible for vacancy announcements, recruitment and filling, processing employee personnel actions, maintenance of personnel files and adherence to Civil Service rules and applicable laws on human resource matters. Responsible for benefits, FMLA, recruitment, onboarding, ACA reporting, open enrollment, performance evaluations and management, and strategic planning. HRIS technology includes Banner, NeoGov, and Argos reporting. Ethics Liaison, H-1B visa compliance. Maintain knowledge of industry trends and employment legislation to ensure organization's compliance through professional associations.

CITY OF ALEXANDRIA | Alexandria, LA

2009-2010, 2013-2016

PERSONNEL ANALYST, EXAMINATION ANALYST

Saved over \$30K annually through data analysis and revising recruiting strategy, providing same-day applicant updates. Advised administration on regulatory compliance, performed skills testing for top job candidates, created salary survey resulting in realignment of job description. Recruit internally/externally through social media, job fairs providing status updates on human resources hiring decisions. Liaise with employees, attorneys, and board members in preparation for meetings, employee appeals, grievances, compliance and complaints. Ensure compliance with governing rules by responding to inquiries. Conducted job analyses. Created skills test. Made board presentations on recruitment efforts and statistics. Recommendations for human resources improvements in recruiting and testing were successfully implemented with a significant cost and time savings impact. Spotted and rectified third-party skills testing inaccuracies.

EDUCATION

MSHRM – Troy University

BA, Journalism – Louisiana College

CREDENTIALS

Consultant, Central Louisiana Economic Development Alliance

State Certification Chair, LASHRM

VP of Membership, Society of Human Resources Management

Board Member, Cenla Community Action Committee, United Way

Volunteer, Seeds of Harvest Ministry, allowing senior citizens to live independently

1st Place Winner, Geico's Essay Contest on Company's Core Values

Recipient, Lantern Award of Excellence

Zena Griffith

Human Resources Professional

Contact

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Professional Summary

Highly skilled Human Resources professional experienced in working within fast-paced environments demanding strong organizational, technical, and interpersonal skills. Industries of expertise include energy (oil and gas, nuclear, wind, and steam) and information/digital technologies within public and federal spaces. Extensive operations experience with excellent verbal and written communication skills. Customer service oriented and highly proficient in leadership and team building, employee engagement, vendor account management, and compliance and training. Well-versed in employee and vendor relations, benefits and compensation, workforce planning and full cycle recruitment of various employee levels.

Education

University of Central Florida

Bachelor of Arts in Criminal
Justice

Key Skills

Team Building/Leadership
Employee Engagement/Relations
Account Management
Benefits and Compensation
Compliance and Training
Workforce Planning
Full Cycle Recruitment

Experience

2022 - Present

Human Resources Business Partner • Aretec, Inc.

- Consult with management, providing HR guidance and interpretation. Analyze trends and metrics in partnership with the HR group to develop solutions, programs, and policies.
- Work closely with management and employees to promote and improve work relationships, build morale, and increase productivity and retention.
- Provide day-to-day performance management guidance to management (i.e., coaching, counseling, career development, disciplinary actions).
- Manage and resolve complex employee relations issues. Assist with conducting effective, thorough, and objective investigations.
- Maintain in-depth knowledge of legal requirements related to day-to-day management of employees, reducing legal risks, and ensuring regulatory compliance.
- Provide guidance and input on business unit restructures, workforce planning and succession planning.
- Training and Evaluation: Identify training needs for business units and individual executive coaching needs. Participate in the evaluation and monitoring of training programs to ensure training objectives are successfully met.
- Identify, recruit, screen, and present candidates for technology positions for government contracts. Assesses their qualifications through review of their resumes, interviews, and other forms of communications.
- Workforce Planning and Recruitment: Collaborate with hiring managers to understand the needs and roles to be filled, review job descriptions for vacancies. Assist with the development and revision of specifications and job descriptions for selected positions. Draft recruitment advertisements: posts and/or places ads in the most effective digital and/or print media for open positions. Partner with

Technical Knowledge

Windows OS & MAC OS
Microsoft Office: Word, Excel,
PowerPoint, Access, Outlook,
and Teams
PeopleSoft
Citrix
SAP (PD2)
EZ-AP
Concur
SharePoint
ADP
iSolve (People Cloud)

References

Available upon request

third-party agencies to assist with the recruitment process when needed.

- Advise hiring managers regarding salary negotiations with final candidates. Negotiate billing terms and submit SOWs for authorization from third-party agencies.
- Track key recruiting KPIs, including time to fill and source of hire. Author and maintain offer letters and new hire paperwork for new hires.

2013 - 2020

Human Resources Manager • Siemens Energy, Inc. – Siemens Field Staffing, Inc.

- Full cycle recruitment for internal, departmental, contract, and permanent hires.
- Responsible for employee training and certification compliance of OSHA and TWIC.
- Approved travel arrangements for outages and provided travel support as needed.
- Authored and implemented policies and procedures, updating vendors and personnel as needed. Identified, analyzed, and investigated data to prevent and remedy discrepancies.
- Provided technical support and served as a point-of-contact for escalated issues for internal personnel, contractors, and inter-departmentally.
- Workforce planning and organization design: Provided Global Resource support of SEI product line and district managers to identify short-term and long-term resource requirements. Worked with senior management regarding employee retention and engagement, benefits and compensation, and employee and customer incentives.
- Account management: Acquired and maintained internal and external accounts. Determined pay/billing rates through market wage analysis and negotiated contractual agreements for both internal and external clients. Provided wage data points to maintain competitive pay rate offerings for direct-hire candidates.
- Audit and compliance: Assessed and evaluated staffing, compliance, and project needs to maintain quality. Recruited and screened potential contractors and direct-hire personnel. Collaborated with global human resources to maintain compliance on core HR systems and processes.
- Onboarding: Facilitated new hire orientation briefing regarding job classification, company expectations, policies/procedures, etc., for personnel. Oversaw 125+ field, logistics, engineers, and administrative/back-office personnel throughout the U.S. First-level escalation response for all third-party payment disputes for both internal and external clients.

2015 - 2017

Finance Administrator: Payroll & Billing • Siemens Energy, Inc. – Siemens Field Staffing, Inc.

- Processed weekly multi-state payroll including but not limited to audit and error resolution.
- Generation of various payroll and billing reports to facilitate departmental audit process and responsible for all follow up problem resolution.
- Responsible for all third-party billing audits and coding
- First level escalation response for all third-party payment disputes for both internal and external clients.
- Responsible for audit and review for accounts payable and accounts receivable.

- Provided Accounts Payable support as needed.

11/2013 – 05/2014

Project Manager for MS Windows 7 Operation System Migration
 (Special Project – short term) • *Siemens Energy, Inc. – Siemens Fossil Services, Inc.*

- Coordinated with IT, employees, colleagues, and management to facilitate a smooth migration from the MS Windows XP operating system to the MS Windows 7 operating system.
- Quality checked computers prior to returning to employees, colleagues, and management to ensure all applications were operable.
- Communicated with employees, colleagues, and management individually to assist with backing up PC data.
- Liaison between IT and employees, colleagues, and management.
- Scheduled migration dates for each employee, colleague, and member of management.
- Provided training material to employees, colleagues, and management.
- Collected, maintained, and provided data for all new computers issued. Rectified post-migration issues and escalated as necessary.
- Facilitated script for employees, colleagues, and management to run to begin migration process.

2012 - 2013

Accounts Payable Administrator (Contractor) • *Siemens Fossil Services, Inc.*

- Audited invoices to verify calculations, accuracy, proper authorization, coding, account balances, sales taxes.
- Researched and resolved account issues with project managers and vendors as well as account discrepancies.
- Reviewed vendor statements and follow up with vendors to ensure that past due/outstanding items are processed and paid in a timely manner in accordance with vendor terms.
- Interfaced with appropriate departments to secure proper payment approvals.
- Maintained vendor files and system notes regarding vendor accounts.

2011 - 2012

Benefits Administrator (Contractor) • *AonHewitt*

- Processed benefits enrollment for both active and retiree client base.
- Liaison between Plan Management providers and clients to resolve account issues.
- Claims processing for flexible spending accounts with a concentration on: Health Care Spending Accounts, Dependent Care Spending Accounts, and Health Reimbursement Accounts.

2008 - 2010

REO Administrator/ International Team Lead • *Personnel One/Altisource*

- Reviewed and approved bids from vendors.
- Facilitated approval process for all property contracts.
- Liaison between international and domestic staff.
- Created, collected, and edited data and documents related to REO property management and disposition.
- Reviewed insurance condition reports and other systems to gather information regarding property condition, marketable title, market

value indications, market trends and other information vital to disposition strategy. Reviewed and ran exception reports in SharePoint and other systems to assist the flow of assets through the disposition process.

- Corresponded with asset managers and real estate brokers to meet listing timelines.
- Updated SharePoint and servicing systems with comments on REO status with asset managers and management from inception through final disposition of the asset.
- Worked closely with asset managers to ensure a smooth transition from approval to closing.
- Obtained officer signature on agreements and uploaded executed agreements to the Servicer's imaging system.

2006 - 2008

Recruiting Lead • Personnel One

- Conducted applicant pre-screening and performed new employee orientation.
- Interviewed applicants, handled reference checks, and terminated employees.
- Organized open houses and prepared candidates for client interviews.
- Scheduled both applicant and client appointments.
- Served as a liaison between employees and client companies.
- Payroll processing and ensured correct client billing and invoicing.
- Convention staff coordinator/lead.

2004 - 2007

Office Manager • RE/MAX Goldstar

- Accounts Payable and Accounts Receivable.
- Responsible for property appraisal coordination.
- Assisted in writing property listing advertisements.
- Facilitated new hire process for all employees; assisted in training and orientation for all new hires.
- Responsible for placement of all MLS listings.