

Bulk Print Summary

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Jerrod Jordan

Human Resources Executive

Industry-versed Human Resources Executive with 14 years of experience in managing all HR functions, from large- scale international organizations to start-up private businesses. Subject matter expert in employee relations process implementation and process restructuring. Proven track record of success in conducting needs analyses, to lead in the redesign of HR processes, through the development of operational documentation (SOPs) and training guides aligned with business goals.

Email: akeemfootz@gmail.com

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Experience

Oct 2023 - Feb 2024

Global Compensation & Benefits Officer

Mercy Corps Washington, D.C.

- Actively manage and support US and Expat benefit programs, policies, and initiatives.
- Coordinate the evaluation of the organization's benefits and current programs and their alignment to the philosophy, budget, and external use.
- Govern plan selection process, open enrollment and first ever benefits plans in Kenya, Uganda, and Nigeria, through Cigna Africa, for key local nationals.
- Supports the organization's Wellness program and advocates for a culture of health.
- Supports the communication of and measurement of success criteria for the global Wellness program

Jan 2023 - Aug 2023

Senior Employee Relations Advisor

Maxim Healthcare Staffing Columbia, MD

- Proactively resolve sensitive and complex personnel concerns and workplace conflicts, using the ability to mitigate risk and ensure consistent application of policies and procedures, per employment laws and regulations.
- Counsel business leadership on recommendations for proper performance development and disciplinary actions, using historical decision proposals as a guide to ensure best practice.
- Conduct data analytics: identify areas of risk, and trends or situations, which require attention; and partner with Legal, Compliance, Clinical and other departments throughout the Enterprise to recommend and implement solutions e.g., training, counseling, policy management .
- Partner with key stakeholders in fact finding investigations to resolve sensitive and complex employee concerns to present prompt and concise delivery of final recommendations for corrective action and performance development action plan, as necessary.

Oct 2021 - Sep 2022

Senior Human Resources Generalist

Athena Consulting Gaithersburg, MD

- Pilot all employee relations investigations to include safety complaints, supplying policy advice best practices for corrective action for an employee population of 1,400 in 23 states.
- Supplied guidance on policies and procedures to synchronize responses, supply applicable investigation actions, and reach an impartial resolution of grievances.
- Chaired all strategic planning initiatives for the execution of the progressive discipline policy, compliant with the company's standard operating procedures (SOP)
- Discover and reclaim \$50K overpayment to help the broker from the prior year and worked to ensure credit was issued appropriately.
- Manage benefits administration functions for medical, dental, vision, 401(k), workers' compensation, LOA, and supplemental benefit plans for 1,500 corporate and field staff, in twenty - 23 states
- Supervise and coach a five-member HR team, to ensure consistency in communications, data integrity, and compliance expectations.
- Overhaul and document department standard operating procedures (SOP) according to company practices and policies, while ensuring all compliance requirements are met.

Mar 2019 - Jul 2021

Payroll & Benefits, Manager

Corus International Baltimore, MD

- Promote positive work culture and employee relations outcomes by finding, developing, and driving values, practices, and initiatives to strengthen culture whilst mitigating associated risk.
- Address and resolve longstanding employee relations issues within the organization, resulting in increased employee engagement and morale.
- Manage HRIS, supporting data integrity and preserving the confidentiality of HR data during the process of merging two international NPOs.
- Identify and implement process automation and workflows for several manual processes within the department.
- Serve as POC for pre - and post-merger data migration planning and developing workflows, obtaining buy-in from multiple department heads and stakeholders on process flows, security roles, and data visibility.
- Validated data and corrected migration issues to prepare file feed of over 4, 000 employees worldwide.
- Led health insurance open enrollment process, analyzing options and presenting recommendations to employees.
- Managed payroll process for 500+ employees, ensuring accuracy and compliance with regulations.
- Develop and implement a new employee orientation program, increasing engagement and retention rates.
- Negotiated vendor contracts for benefits plans, resulting in cost savings for the company.

Aug 2015 - Jan 2019

Human Resources Manager

Strong City Baltimore Baltimore, MD

- Developed and launched a robust biannual Performance Management system that cascaded corporate goals through to individual goals, resulting in an increase from 50% to 90% employee engagement.
- Manage and investigate all employee relation issues, minimizing the company's risk of exposure to litigation for alleged misconduct, harassment, EEOC, and unemployment claims.
- Brought all functions of payroll into full compliance, reaching a reduction of up to \$15K quarterly in penalties and fines.
- Facilitated organization's first retention and engagement initiatives, through the creation of open dialogue and transparency sessions, known as Town Hall; favorable results were achieved in areas of retention, employee engagement, and customer satisfaction with corresponding HR functions.
- Designed and launched safety and professional development programs for staff and volunteers, supplying comprehensive organizational knowledge of federal, state, and local regulations,

Achievements

Establish comp and benefit equity in African countries for third-country national employees.

Reduce annual Worker's Compensation Claims by 60% by implementing Safety and Security training programs.

Create and implement organizational documents (SOPs, handbooks, training guides, etc.) to align with business goals

Oversee implementation of payroll and benefits for 4k+ employees worldwide at the brink of the COVID-19 pandemic

reducing workers' compensation claims by 60% in the first year.

- Collaborated with Executive leaders and department managers to discuss and plan for organizational involvement in DEI initiatives in the immediate community we serve and in the lives of our employees.

Education

2018 - 2022 Bachelor of Business Administration: Human Resources Management

University of Baltimore

2018 - Present

Chesapeake Human Resources Association

2018 - Present

Human Resources Management

SHRM

Aug 2023 - Aug 2023

HR Certification Institute

Aug 2018 - Aug 2018

RH Sweeney & Associates

Skills

Needs Analysis

SOP

Development

Performance management

Employee relations

Global Compensation and

Benefits Onboarding

Benefits administration

JUDEE BATHARD

HUMAN RESOURCE PROFESSIONAL

954-881-5344 | FORT LAUDERALE, FL | JUDEE.BATHARD@OUTLOOK.COM

Objective

Experienced HR Professional with an extensive knowledge in onboarding, recruitment, training, compliance, and employee relations. Utilize effective leadership, communication, and relationship-building skills as well as manage a multitude of ongoing initiatives and projects. Highly adaptable, agile, and creative; thriving in the face of significant challenges in environments characterized by complexity, ambiguity, and rapid change.

Skills & abilities

- Talent Recruitment
- Employee Relations
- Employee Development
- Recruitment and Hiring
- Accident Investigations
- Coaching and Mentoring
- Exit Interviews and Processing
- Legal Compliance
- Staff Management
- Regulatory Compliance
- Human Resource Operations
- Problem Solving
- Applicant Testing
- Employee Retention
- Benefits Administration
- Payroll Coordination
- Employee & Leadership Training and Development
- Onboarding
- Training and Development

Experience

2023-2024

HR Business Specialist • Michael Aaron Staffing

- Contractor for Merit and RSU season
- Managed recruitment process from start to finish including preparing job descriptions, posting roles online, maintaining a position tracker, liaising with hiring managers candidates, scheduling, managing offer extensions.
- Conducts new hire onboarding/orientation in Boca Raton
- Maintain compliance with federal and state regulations concerning employment.
- Maintain employee records according to policy and legal requirements.
- Partner with hiring managers on open roles to develop and execute sourcing strategies while providing a consultative value on talent acquisition process.
- Develop and maintain strong professional relationships and build trust with hiring managers.

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- Develop a pipeline of both active and passive candidates for current and future open roles.
 - Work with HRIS and applicant tracking system to post positions, screen candidates and select candidates; Develop expert level knowledge and applicant tracking system.
 - Play a key role in the recruitment process, conducting candidate interviews, screening resumes, and managing pre-employment assessments.
 - Coordinate the interview process for hiring managers and teams.
 - Conduct interviews virtually and on-site.
 - Lead and participate in cross functional projects as it relates to talent, recruiting, sourcing, and landing top talent to the organization.
 - Lead investigations relating to employee-related issues.

2023-2023

HR Business Partner • Trulieve

- Met regularly in the assigned locations and attend department meetings to understand goals and objectives to provide appropriate guidance and support.
- Provided day-to-day assistance to all employees within the geographic area in any HR related matters maintaining effective communication.
- Recognized sensitivity, complexity, and urgency of employee relations issues and took appropriate action to provide sound guidance on resolutions protecting sensitive information or escalate issues to Regional HR
- Responded to fact-findings and to conduct prompt, thorough, neutral, and accurate workplace investigations related to employee misconduct, discrimination, and other complaints.
- Conducted high-level workplace investigations on short timeframes ranging from simple to, sometimes, complex issues and escalating most significant issues to Regional HR
- Tracked and logs thorough documentation of all incident reports and investigations on employee related incidents following company protocols and in the corresponding company systems.
- Provided HR policy guidance and interpretation to employees and/or supervisors assisting management in formulating responses.
- Promoted a collaborative approach to serve and support all employees across the geographic area in conjunction with strong ethics to represent and practice the company values.
- Assisted with HRIS systems use and HR programs to employees when needed or recommends points of contact to help address employees' inquiries.
- Opened, organized, and updated employee files.
- Tracks employee progress, noting promotions, recognitions, policy violations, and documenting them accordingly.
- Ensures all employee files are maintained according to law.
- Assisted the HR team ensuring Employee Handbook is updated with current policies and procedures.
- Worked closely with management and employees to improve work relationships, build morale, and increase productivity and retention.

2021-2022

Vendor Onboarding Team Lead • HCA Healthcare

- Leads a small team of Onboarding Specialists to ensure that Supplier Partner Candidates meet pre-placement requirements.
- Obtain credentialing requirements for new contractor candidates.

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- Serve as a resource to Credentialing Specialists and Supplier Partners to ensure timely documents.
 - Enforce standardized processes and procedures.
 - Handle escalated Candidate issues.
 - Hold regular meetings (minimum weekly) with team members.
 - Ensure the communication and implementation of new or updated credentialing / HR policies and procedures.
 - Created and distributed monthly, quarterly, and annual reports to management regarding performance.

2020-2021

HR Generalist • CFCE

- Employee relations and other administrative tasks
- Liaised with management to distribute training and promotional opportunity resources to employees.
- Assisted with recruitment initiatives by interviewing and talent sourcing.
- Conducted background checks and orientation, coordinating new employee onboarding process.
- Developed incentives to drive employee retention and improve work culture.
- Spearheaded diversity, equity, and inclusion efforts to meet company diversity goals.
- Onboarded technology to make remote work scalable for company.

2018-2020

HR Healthcare Recruiter & Onboarding • HCA Healthcare

- Established and maintained strategic relationships with professional associations and industry contacts to identify potential candidates.
- Managed salary negotiations and offer process to facilitate on-boarding.
- Developed active and passive candidate pipelines through research, networking, and screening.
- Reviewed employment applications and job orders to match applicants with job requirements.
- Prepared or maintained employment records using human resources management system software.
- Administered employee benefit plans.
- Hired employees and processed hiring-related paperwork.
- Scheduled or conducted new employee orientations.
- Contacted job applicants to inform them of application status.
- Sourced, qualified, and conducted screening interviews with job candidates.

Education

University Of West Florida

Bachelor Of Science

McFatter Technical

Pharmacy Technician, RPT940

Florida Dermal Institute

FL Licensed Esthetician

Judy Gonzalez, PHR

Lowell, MA 01850

ultimaparte78@gmail.com

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Authorized to work in the US for any employer

Work Experience

Sr. Field HR Generalist

Cafua Management LLC Dunkin Donuts - Methuen, MA

March 2023 to Present

Field Human Resources Generalist, foster a positive work environment, managing HR operations, and supporting the restaurant teams. Main focus is to collaborate with restaurant managers, employees, and the HR department to ensure compliance with policies, enhance employee engagement, and promote a culture of excellence.

- Provide hands-on HR support to multiple restaurant locations (61) within the assigned region.
- Partner with restaurant managers to address employee relations matters, including performance issues, conflicts, and disciplinary actions.
- Conduct regular restaurant visits to ensure compliance with company policies, procedures, and legal regulations, including labor laws and safety standards.
- Collaborate with corporate HR to implement company-wide HR initiatives, including benefits enrollment, performance appraisal processes, and employee engagement surveys.
- Assist in the development and execution of strategies to improve employee retention and morale.
- Manage HR-related administrative tasks, including maintaining employee records, tracking attendance, and processing payroll information.
- Participate in employee grievance resolution, mediating conflicts and implementing appropriate solutions.

People Operations Generalist

Ametros Financial - Wilmington, MA

June 2022 to March 2023

- Manage key hire-to-retire People Operations processes that ensure seamless employee experiences, including onboarding, offboarding, exit interviews, benefits administration, leave of absence management, performance management, total rewards, HR systems, and state and federal compliance
- Manage employee onboarding process, including conducting new hire orientation
- Assist in the revamping of company job descriptions and assigning career path leveling
- Developing, updating, and maintaining HR policies
- Coach managers through employee relations matters and employee performance management matters.
- Manage employee benefits information and education in collaboration with our benefits broker
- Manage (LOA) leave of absence processes and third-party administrators
- Maintain compliance with federal, state, and local employment laws and regulations and recommended best practices; review policies and practices to maintain compliance.
- Conducting internal investigations, terminations, and disciplinary meetings

- Provide suggestions and support with activities that drive employee engagement, talent development, and company culture through ERG (Employee Resource Groups)

Human Resources Business Partner

American Flowform and Machining - Billerica, MA

November 2021 to June 2022

Temporary Role

- Partner with plant leadership team to achieve strategic organizational objectives.
- Participate, support and lead communication meetings with employees.
- Assist in the creation, development, and implementation of HR programs.
- Support management team in recruiting, on-boarding, and training new talent.
- Ensure compliance with applicable employment laws through appropriate program and process management, as well as, ad hoc situation analysis and subsequent plans of actions.
- Work with leadership to address disciplinary matters.
- Assist with interpreting policies, regulations, and programs in a manner conducive to company goals and values.
- Assess training needs for leaders and employees and monitor training programs
- Implement strategies that increase employee engagement and retention
- Coordinate annual performance management and compensation process
- Coordinate benefits enrollment and modifications as needed with 3rd party providers

HR Business Partner Manager

SPARTAN RACE INC. - Boston, MA

January 2021 to November 2021

- Counsels with department heads and employees regarding performance reviews, personnel issues, scheduling, benefits, wages etc.
- Support management in developing and implementing personnel policies and procedures.
- Ensure the effective use, management and maintenance of all data held on the company's HRIS
- Constant communication with hiring manager to attract and acquire the best-in-class talent and getting them assimilated and on boarded
- Partnering with leaders on optimizing performance, coaching, employee relations, and managing curve balls on a day to day basis
- Building relationships with internal peers in HR, communications, legal, and management

Sr. HR Generalist

SPARTAN RACE INC

October 2019 to January 2021

- Manage a full range of HR consultation and support to designated population including but not limited to Employee Relations, Development, Benefits, Recruitment, amongst others
- Train management and employees on various topics such as best practices and regulatory protocol to increase team knowledge and productivity.
- Update and maintain current ATS to maintain optimal staffing level by tracking vacancies, initiating recruitment and performing interviews to identify qualified candidates.
- Advise and assists other departmental managers in interpretation and administration of personnel policies and programs. Provide advice in the proper and legal handling of hiring, terminations and resignations as well as disciplinary warnings and probation periods
- Reduce compliance exposure, by keeping up-to-date with all legislation such as Employment Standards Act, Pay Equity Act, Occupational Health and Safety Act and Human Rights Code

- Manage benefits, including, open enrollment, plan renewal and design discussion with broker, invoice auditing and COBRA administration.
- Create several forms to track employee terminations, request of new hire equipment which has increased inter-department communication.

Human Resources Generalist

Elder Services of the Merrimack Valley

April 2019 to October 2019

- Develop and update policies and programs covering several areas including training, employee relations, compensation and employment. Recommended changes to policies and programs when appropriate
- Created coaching plan, while supporting managers on documenting, conflict resolution and communicating performance feedback
- Developed, launched and administered a new Annual performance Review process
- Monitored and overseeing all compensation initiatives for the divisions
- Liaising with other departments (i.e., Compensation, Benefits) as necessary to resolve issues

Human Resources Specialist

INJURED WORKERS PHARMACY

April 2016 to April 2019

- Managed, developed and facilitate the delivery of consistently exceptional HR services in the areas of on-boarding, employee communications, organizational development, training, performance management, employee relations, benefits, compensation, talent acquisition, compliance, and coaching
- Assist with the development and maintained the new performance appraisal program
- Implemented and coordinated the recruitment, selection, placement, promotion and transfers of process for employees
- Conducted exit interviews, terminations and provide counseling to exiting employees and managers
- Managed benefits, open enrollment, plan renewal discussion with broker, invoice auditing and COBRA administration.

Education

BS in BUSINESS MANAGEMENT

RASMUSSEN COLLEGE

May 2017

AS in MEDICAL OFFICE MANAGEMENT

RASMUSSEN COLLEGE

May 2012

Skills

- Training development
- Pre-employment Screening
- Benefits and Compensation
- Project Manager

- ATS
- Human Resources Management
- Human Resources
- Performance Management
- Recruiting
- Talent Acquisition
- Employee Orientation
- Conflict Management
- Benefits Administration (5 years)
- Management
- Office Management
- Workers' Compensation
- Change Management
- Microsoft Excel
- Microsoft Word
- Payroll
- Interviewing
- HRIS
- Paycom (Less than 1 year)
- Regulatory reporting
- ADP - WFN (5 years)
- Google Suite (2 years)
- Spanish
- Payroll management
- Human capital management
- Project management
- Manufacturing
- Microsoft Powerpoint
- Microsoft Office
- Microsoft Outlook
- ADP
- Continuous improvement
- Employee relations (4 years)
- Paycom (2 years)
- Paycor (Less than 1 year)

Languages

- Spanish - Fluent
- English - Fluent

Certifications and Licenses

Professional in Human Resources (PHR)

July 2020 to July 2023

Professional In Human Resources

December 2018 to August 2025

Assessments

Supervisory skills: Motivating & assessing employees — Proficient

April 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Proficient](#)

HR: Compensation & benefits — Proficient

November 2020

Knowledge of compensation and benefits programs

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

December 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Recruiting — Proficient

March 2022

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Project timeline management — Proficient

December 2022

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Proficient](#)

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

JULIA LOPEZ

Atlanta, GA

831-620-5447

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PROFILE

As a people leader, I offer strong leadership and a genuine commitment to fostering the well-being, development, and growth of people.

SKILLS

- Strategic HR
- Leadership
- DEIB
- Full-cycle Recruiting
- Employee Development
- Performance Management
- High Emotional Intelligence
- Greenhouse
- Lattice
- Gusto
- Pave
- Payscale

WORK EXPERIENCE

People and Culture Director

[Launch Interactive](#)

10/2018 to Present- Remote

- Collaborating with key leadership members to strategize and align People Operations initiatives with business goals.
- Lead full-cycle recruitment for technology, design, operations, and leadership roles.
- Partner with hiring leads to create role requirements and understand ideal candidate profiles and sourcing strategies.
- Design and implement compensation philosophy and benefits programs that ensure fair and competitive pay while nurturing a culture of recognition.
- Design and implement talent management programs to attract, develop, and retain top talent, including recruitment, onboarding, and learning and development initiatives.
- Lead employee relations initiatives, including conflict resolution, performance management, and fostering a culture of feedback.
- Introduce and champion DEI best practices to embed into the culture.
- Ensure compliance with employment laws and regulations, monitor changes, and implement necessary policies and procedures.

- Be a highly trusted leader for advice and guidance on professional development, career pathing, and conflict resolution.

Senior Recruiter

Emory Healthcare

03/2018 to 11/2018 - Atlanta, GA

- Owned end-to-end recruitment life cycle, including sourcing, interviewing, and offer stage.
- Partner with hiring managers to develop sourcing and recruitment strategies for hard-to-fill roles.
- Capture and maintain complete documentation on candidates' qualifications and status in systems and within compliance guidelines.
- Continuously evaluate the effectiveness of current programs and processes to make recommendations for improvements.

People and Culture Lead

Dragon Army

08/2014 to 03/2018 - Atlanta, GA

- Collaborated with leadership to create short and long-term strategies to support organization goals.
- Led full-cycle recruiting to attract top talent across departments.
- Trusted advisor who provided guidance and support on HR-related issues, including performance management, conflict resolution, and employee engagement.
- Led, developed, and championed DEI initiatives.
- Developed HR policies and people initiatives while incorporating DEI best practices to nurture a culture of inclusivity and belonging.
- Consistently evaluated engagement to pinpoint areas for enhancements.

Recruiter

Huge Inc.

02/2014 to 08/2014 - Atlanta, GA

- Supported recruiting team on recruiting efforts across three offices.
- Sourced and screened candidates for the design and creative departments.
- Created a pipeline of sourced talent using LinkedIn Recruiter and by attending networking events.

New Business Associate

Engauge

2012 to 2013 - Atlanta, GA

- Supported new business team initiatives by organizing pitch assets and creative resources.
- Assisted VP of Business Development with the management of internal resources and prioritizing deliverables for RFP responses.

JURRESSA JENKINS

HUMAN RESOURCES PROFESSIONAL

OBJECTIVE

To obtain a position within a company that will allow me to utilize my education and skills for the benefit of the company as well as for personal growth and professional advancement.

CONTACT INFO

(786)752-5277
Miami, FL
Ms.Jurressa@Gmail.com

EXPERIENCE, ACCOMPLISHMENTS & RELATED SKILLS

HUMAN RESOURCES PROFESSIONAL BlackFish Federal at United States Attorney's Office (USAO)

January 2024 - Current

- Initiates personnel actions on own initiative (i.e., recruitment, conversions, extensions, change in work schedule/change in hours, attorney pay increases).
- Types appropriate forms, memoranda, reports, and documents related to assignment. Pre-codes and enters personnel action data into the automated personnel processing system. Edits error listings and makes corrections. Reconciles computer records against organization data.
- Researches and attempts to resolve personnel processing problems reported by USAO staff.
- Verifies substantive nature of payroll/personnel action, and personnel processing requirements. Determines, whenever possible, the nature of the problem, and initiates the necessary steps to correct it.
- Processes a wide range of personnel transactions in the areas of staffing, and employee relations such as appointments, promotions, transfers, reassignments, leave, health and life insurance benefits, payroll to include time and attendance and injury compensation, automated record keeping and maintenance of files, and performs other related duties as assigned.
- Conducts pre-employment background checks and processes necessary documents for security clearances.
- Provides office automation assistance by producing a variety of written documents utilizing varied and advanced functions in each of several types of office automation software, i.e., word processing, database management or spreadsheet. Ensures documents are in the proper format, and that spelling, punctuation, capitalization, and grammar have been verified. Consults with document author to resolve questionable material.

PEOPLE & CULTURE COORDINATOR Playa Largo Resort & Spa

August 2023 – October 2023

- Maintains Associate files (paper and/or electronic) and does random audits to ensure all files are accurate.
- Scans and uploads documents to create a paperless employee file in Fusion.
- Maintain files on all current laws regarding Human Resources, including, but not limited to: Wage and Hour; OSHA; Workers' Compensation; Immigrations; Unemployment; Benefits; and ADA.
- Ensure all new hires and re-hires are entered properly into the system, the proper hiring process has been followed and required forms are completed in compliance with hotel, Shaner, and Franchise standards.
- Ensure that the application and hiring process for all candidates is carried out in accordance with hotel, Shaner, and Franchise policy and procedures.
- I-9 Completion.
- Drug screening, Onboarding and ensure that all hourly new hires are pushed through with accuracy and in a timely manner.
- Work with General Manager's Executive Assistant to ensure new hires have the appropriate uniforms.
- Monitor and ensure associates are always in the correct uniform on and have name tags.
- Helps coordinate events at assigned properties for supporting the organization's culture, including but not limited to holiday parties and employee recognition.
- Apartment coordination.
- Performs administrative duties to the Hotel, including taking minutes for meetings and maintaining inventory of office supplies, in accordance with budget guidelines.
- Assist with orientation as needed, providing all material needed for orientation and that all compliance training has been attached.
- Assist with coordinating career fairs and college/university events.

PEOPLE EXPERIENCE BUSINESS PARTNER T-ROC Global

April 2023 – June 2023

- Responsible for HR Compliance, development, employee engagement, performance management and all other general human resources functions.
- Manage employee relations issues, including investigations, performance management, disciplinary actions, and conflict resolution
- Maintains consistent practices across all TROC entities while also capturing all client specific policies and working

with the People Attraction & Experience team to ensure timely communication, implementation and updates to systems as needed. • Works on performance management program development including goal setting, performance evaluations, appraisals, and rewards and recognition. • Conducts analysis on HR activity such as employee turnover, hiring, transfer and promotion practices, exit interviews, etc. to identify trends or situations that need training, counseling, or reprimand. Compiles findings with recommended improvements. • Facilitates approved training programs to enhance manager/employee coaching, communication and feedback programs that enhance employee satisfaction • Stays up-to-date on HR-related legislation and best practices to ensure the organization is in compliance with legal requirements. • Partners with the business to enable a productive culture to achieve results.

PEOPLE LEAD • HR BUSINESS PARTNER Walmart

July 2019 – April 2023

- Perform HR-related duties on a professional level and work closely with the Operators in the facility and Market HR manager.
- Assist in benefits facilitations, associate relations, talent development, performance management, onboarding orientation, policy implementation, recruitment/employment, affirmative action, and employment law compliance.
- Assists leadership with associate recruitment, hiring, staffing, development, succession planning, scheduling, etc. and provides guidance on execution of company HR programs and initiatives.
- Identifying business needs by reviewing workforce planning metrics. Consistently kept staffing metric at 95%-102% with a goal of 90%.
- Responsible for opening requisitions, reviewing/interviewing applicants, closing requisitions for all work shifts. Consistently kept hiring process under 2 weeks.
- Advised management of staffing needs, position/organizational changes and with talent/succession planning.
- Maintained personnel files, process all paperwork, provide knowledge/information to employees about benefits, policies, timesheet/payroll errors.
- Provide counsel/guidance to management on exit interviews/promotions and a variety of human resources management concepts, laws, policies, practices, and regulations related to employment services/staffing, benefits administration, managing union contracts, employee relations and grievances, or other related personnel disciplines.
- Facilitate Weekly training sessions for hourly supervisors with Market HR team.
- Manage scheduling of Entire facility including all shifts. Scheduling based on allotted hours given and business/sales and customer demand for each department. Consistently kept store schedule at 102-105% with a goal of 100%-101% while leveraging sales to wages.
- Maintained Full-Time/Part-Time ratio at goal of 66% converting employees based on seniority and availability.
- Leads and promotes the adoption of technology services and digital solutions by utilizing and sharing resources, information, and tools. Extensive use of Workday.
- Develops, communicates, and implements HR practices and action plans to meet business needs by collaborating with managers, co-workers, customers, and other business partners for business development.
- Supports and advocates for associates by modeling Walmart core values.
- Provides and supports the implementation of business solutions by building relationships and partnerships with key stakeholders; identifying business needs; determining and carrying out necessary processes and practices.
- Maintain flexibility for constant changes and navigate time sensitive projects.
- Experience with HR related systems (Workday, ADP, Kronos, iCIMS)
- Assist with customer service when needed. Provide exceptional customer service while on the floor.
- Preparing a variety of correspondence, reports, forms, requisitions, requests for personnel actions and legal documents
- Organizing and maintaining files and records, manuals, handbooks, and other related materials

DIGITAL COACH • OPERATIONS MANAGER Walmart

April 2021 – April 2022

- Leads and develops teams effectively by teaching, training, and actively listening to associates; touring stores and providing feedback (Tour-to-Teach); communicating and collaborating with all levels of associates regarding store operations, utilizing technology, business initiatives, merchandising, and company direction; introducing and leading company change efforts; providing clear expectations and guidance to implement business solutions; and communicating business objectives to teams effectively.
- Models and demonstrates exceptional customer service standards to store associates by following and company service model; managing and supporting customer service initiatives (for example, store of the community and community outreach programs); ensuring customer needs, complaints, and issues are successfully resolved; developing and implementing action plans to correct deficiencies; and providing process improvement leadership to ensure a high-quality customer experience.
- Drives the financial performance and sales of the designated store area by reviewing and evaluating P&L (Profit & Loss) statements; managing and assisting in budgeting, forecasting and controlling expenses in designated business area to confirm they are indexed to sales; monitoring and ensuring effective merchandise presentation, seasonal transitions, inventory flow, and operational processes; and developing and implementing action plans to mitigate shrink and ensure sales and profit goals are achieved for business area.
- Ensures compliance with company policies and procedures and supports company mission, values, and standards of ethics and integrity by implementing related action plans

ASST PAYROLL PROCESSOR/SCHEDULER American Guard Services

October 2018 – July 2019

- Welcomes new employees to the organization by conducting orientation.
- Provide payroll information by collecting time and attendance records.
- Create weekly schedules for all employees for every shift.
- Organizing and maintaining files and records, manuals, handbooks, and other related materials.

ADMINISTRATIVE ASST. Common Sense Cleaning, LLC

June 2014 – October 2018

- Responsible for managing the schedules and communications of CEO.
- Prioritizing emails and phone calls, gathering documents to prepare for meetings and coordinating travel arrangements.
- Receives incoming communications and memos on behalf of senior staff, reviews contents, determines importance and summarizes/distributes contents to appropriate staff.
- Organizing and maintaining files and records, manuals, handbooks, and other related materials
- Perform office tasks including maintaining records, ordering supplies, inventory management and performing basic bookkeeping/payroll.
- receiving calls and visitors and directing them to appropriate person
- Preparing a variety of correspondence, reports, forms, requisitions, requests for personnel actions and legal documents
- Scheduling and shifting appointments based on commitments
- Scheduling engagements and background material and preparing notes regarding topics to be discussed

EDUCATION

HUMAN RESOURCE MANAGEMENT CERTIFICATION - Wilmington University - Anticipated Completion Date, December 2024

BUSINESS MANAGEMENT & LEADERSHIP - Bellevue University - Anticipated Completion Date, May 2026

BUSINESS & FINANCE - Coral Reef Senior High -Graduation Date, June 2011

SKILLS**Human Resources:**

Proficient in Human Resource Management Systems, Workday • ADP • Applicant screening • Applicant tracking systems • Background checks • Recruiting • Interviewing • Devising employee selection criteria • Talent Management • Succession Planning • Exit Interviews • Labor Relations & Compliance • Onboarding • Kronos • ICIMS • Labor Relations & Compliance • Strong understanding of trends

Technological:

Internet, • Microsoft Office • Zoom • Microsoft Teams • Adobe

Secretarial:

Accurate data entry skills, WPM 50 • Analysis Skills • Initiative and problem-solving abilities • Dependability • Proof reading and report writing • Organizational skills • Administrative

Communicative:

Strong verbal, writing and editing skills • Ability to communicate ideas clearly, effectively, and professionally with others • Conflict Management

REFERENCES

PIERRE DEGAND - AMERICAN GUARD SERVICES, INC Manager, (786) 877-2711

LEJUANE WHEELER - COMMON SENSE CLEANING, LLC Employer, (786) 488-6813

ERIC CASTILLO - WALMART 1996 HR Manager – Complex, (786) 514-6151

Kadiellz John

Senior HR Generalist

✉️ KadiellzJohn@gmail.com

📞 (516) 834-8997 | 🌐 New York, NY 11211

EMPLOYMENT HISTORY

AlignMed Partners (HQ: Kennett Square, PA)

Senior Human Resources Generalist

Remote

09/2023 – Present

- Increased employee participation awareness by 25% through DEI initiatives.
- Established partnerships with universities with an 81% success rate through cold contacting by emails and phone calls.
- Resolved complex and sensitive employee relations disputes involving management, employees, and clients.
- Managed 12 regional managers and a staff of over 500, overseeing strategic planning, benefits initiatives, and training programs.
- Processed all leave of absences (FMLA, STD, Personal, Maternity, Exigency) across 250 clinics in 22 states.
- Conducted Stay & Exit interviews, capturing employee feedback to drive process improvements and support investigations.

Remote Medical International (HQ: Seattle, WA)

Talent Acquisition Specialist

Remote

10/2021 – 02/2023

- Reduced time-to-fill for critical positions by 15% and improved forecasting accuracy by 20%.
- Executed full-cycle recruitment for 30+ requisitions both domestic and international for all levels of License Medical Providers.
- Acquired Visas for foreign contractors (1099), in addition to negotiating compensation for exempt & non-exempt roles.
- Successfully filled corporate positions (Financial Advisory, Telemedicine Sales Rep, Director of Federal Services) within budget.
- Strategized for challenging geographic locations, while also managing a robust pipeline using internal and external databases such as Indeed, LinkedIn Recruiter, UKG, Air-Table, and leveraging Boolean Searching techniques.

4D's Electric

Human Resources Generalist

Brooklyn, NY

07/2018 – 08/2021

- Collaborated with senior management to update HR policies after resolving complex disputes.
- Implemented a performance system for managers, resulting in a 20% increase in employee satisfaction, retention & productivity.
- Updated Handbooks annually, managed disciplinary process (suspension, termination, warnings), and verified timecards in ADP.
- Provided guidance and oversight across the East Coast, enhancing conflict resolution by implementing corrective actions through managers to ensure company success and compliance with requirements.
- Analyzed quarterly metrics, targeted underperforming areas, and suggested optimization opportunities to leaders.
- Implemented an Employee Appreciation & Recognition system resulting in increased morale, motivation, and job satisfaction.

United Cerebral Palsy

Human Resources Coordinator

New York, NY

02/2015 – 06/2018

- Streamlined new hire orientations and led group onboarding sessions for 10 to 12 multicultural individuals.
- Implemented and launched an internship program to provide part-time opportunities for post-graduate hires.
- Handled payroll, benefits, leaves, recruiting, and policy procedures during a company merger.
- Created SOPs to streamline operations and developed letter templates for hiring, termination, warnings, and promotions.
- Completed full-cycle recruitment for over 20 requisitions, including Medical Providers (DOS, PSYCH, DSP, NP, RN, OT, PT, BT, BCBA, RBT), Educators, and IT specialists.
- Verified identity & legal status with E-Verify, scheduled fingerprint appointments, processed drug & background screenings.

Volunteer

American & Canadian Pet Cancer Foundation (HQ: Phoenix, AZ)
Human Resources Business Partner

Remote
02/2023 – 01/2024

- Strengthened the organization's brand & values by creating a positive volunteer experience with senior leadership collaboration.
 - Established best HR practices, regulations, and guidelines governing people management in a not-for-profit organization.
 - Ensured hiring practices supported organizational culture and goals, and established roles and responsibilities across the organization to support the doctors.
-

Technical Skills | Industry Experiences

HR Practices

- Compliance & Legal: Federal & State Laws, FLSA, ADA, EEOC, OSHA, Title VII,
- Leave of Absences (Continuous & Intermittent): STD, FMLA, Personal, Maternity, Bereavement and Exigency
- Policy Development, Performance Management, Succession Planning, Total Compensation Planning,
- DEI (Diversity, Equity, and Inclusion), Marketing Analysis, Talent Management, Retention Initiatives
- Payroll, Benefits, Employee Relations, Terminations, Stay Interviews, Exit Interviews, Mentoring, Training, Job Description and Offer Letter Creation

Recruitment

- Domestic & International Recruitment for W2 & 1099, Cold Contact, Indeed, LinkedIn Recruiter, Boolean Search, Glassdoor

HRIS / ATS

- Workday, ADP Workforce, UltiPro (UKG, Kronos), PeopleSoft, Lever

Tools & Software

- Zoho CRM, Slack, Jasper, Microsoft (PowerPoint, Excel, Word, Teams, Outlook), Google Suite, Adobe DocuSign, AirTable, Analytics, ChatGPT
- Background & Drug Screening (SCR, Good Hire, Alliance 2020, E-Verify, Certiphi, Identogo)

Time Zone Coordination

- Proficient & comfortable working in multiple time zones (PST, MST, CST, EST) for start-ups and medium to large organizations

Industries

- Healthcare (Hospital, Mental Health, Long & Short-Term Care Settings, Non-Profit)
 - Logistics, Transportation, Oil & Gas, Energy Sector, Federal Government
 - Technology (Software Engineers, Security Engineers, IT Specialists), Call Centers
-

Soft Skills

- ◆ Assertive & Authoritative, Empathic, Adaptable, Coachable
 - ◆ Excellent Presentation (In-person / virtually), Prioritization
 - ◆ Strong Communication, Multi-tasking, Strategic Negotiation
 - ◆ Interpersonal Abilities, Team Motivator, Driven
 - ◆ Leadership & Team Player attributes, Tech Savvy
 - ◆ Time Management & Problem-Solving abilities
-

Education: Queens College, CUNY: Flushing, NY – Bachelor of Arts in Psychology

Club / Member: Society for Human Resource Management (SHRM) | SHRM-CP: In Progress

OPEN TO RELOCATION

Kadiellz John

Senior HR Generalist

✉️ KadiellzJohn@gmail.com

📞 (516) 834-8997 | 📍 Cleveland, OH 44121

EMPLOYMENT HISTORY

AlignMed Partners (HQ: Kennett Square, PA)

Senior Human Resources Generalist - Contract

Remote

09/2023 – Present

- Increased employee participation awareness by 25% through DEI initiatives.
- Resolved complex and sensitive employee relations disputes involving management, employees, and clients.
- Created and led a conflict resolution training for 100+ employees, boosting satisfaction by 15%.
- Conducted Stay interviews & Exit interviews, documented feedback from employees for process improvement or investigation.
- Managed 12 regional managers and a staff of over 500, overseeing strategic planning, benefits initiatives, and training programs.
- Processed all leave of absences (FMLA, STD, Personal, Maternity, Exigency) across 250 clinics in 22 states.

Remote Medical International (HQ: Seattle, WA)

Talent Acquisition Specialist

Remote

10/2021 – 02/2023

- Reduced time-to-fill for critical positions by 15% and improved forecasting accuracy by 20%.
- Executed full-cycle recruitment for 30+ requisitions both domestic and international for all levels of License Medical Providers, Safety Professionals (QHSE, HSE, EHS), and Industrial workers.
- Acquired Visas for foreign contractors (1099), in addition to negotiating compensation for exempt & non-exempt roles.
- Successfully filled corporate positions (Financial Advisory, Telemedicine Sales Rep, Director of Federal Services) within budget.
- Strategized for challenging geographic locations, while also managing a robust pipeline using internal and external databases such as Indeed, LinkedIn Recruiter, UKG, Air-Table, and leveraging Boolean Searching techniques.

4D's Electric

Human Resources Generalist

Brooklyn, NY

07/2018 – 08/2021

- Provided guidance and oversight across the East Coast, enhancing conflict resolution by implementing corrective actions through managers to ensure company success and compliance with requirements.
- Collaborated with senior management to update HR policies following complex dispute resolutions.
- Implemented a performance system for managers, resulting in a 20% increase in employee satisfaction, retention & productivity.
- Updated Handbooks annually, managed disciplinary process (suspension, termination, warnings), and verified timecards in ADP.
- Analyzed quarterly metrics, targeted underperforming areas, and suggested optimization opportunities to leaders.
- Implemented an Employee Appreciation & Recognition system resulting in increased morale, motivation, and job satisfaction.

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-

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HR Practices

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- Leave of Absences (Continuous & Intermittent): STD, FMLA, Personal, Maternity, Bereavement and Exigency
- Policy Development, Performance Management, Succession Planning, Total Compensation Planning
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HRIS / ATS

- Workday, ADP Workforce, UltiPro (UKG, Kronos), PeopleSoft, Lever

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- Zoho CRM, Slack, Jasper, Microsoft (PowerPoint, Excel, Word, Teams, Outlook), Google Suite, Adobe DocuSign, AirTable, Analytics, ChatGPT
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Time Zone Coordination

- Proficient & comfortable working in multiple time zones (PST, MST, CST, EST) for start-ups and medium to large organizations

Industries

- Healthcare / Medical: Hospital, Mental Health, Long & Short-Term Care Settings, Federal Government, Non-Profit
 - Logistics, Oil & Gas, Energy Sector, Call Centers
-

Soft Skills

- ◆ Assertive & Authoritative, Empathic, Adaptable, Coachable
 - ◆ Excellent Presentation (In-person / virtually), Prioritization
 - ◆ Strong Communication, Multi-tasker, Strategic Negotiation
 - ◆ Interpersonal Abilities, Team Motivator, Driven
 - ◆ Leadership & Team Player attributes, Tech Savvy
 - ◆ Time Management & Problem-Solving abilities
-

Education: Queens College, CUNY: Flushing, NY – Bachelor of Arts in Psychology

Club / Member: Society for Human Resource Management (SHRM) | SHRM-CP: In Progress

OPEN TO RELOCATION

Kara E. Lloyd, MSHR

*Ft. Lauderdale
Open to Relocation
Kara84@gmail.com
412-352-7800*

As a dynamic and forward-thinking Talent Acquisition and Human Resources Leader in the staffing industry coupled with a Master's in Human Resources and extensive experience in strategic human capital initiatives, I excel in inspiring and mentoring professionals to achieve their full potential. With a robust background in talent acquisition, process optimization, and leadership development, my experience spans team building, process design, and vendor management. By using data-driven methodologies, I am committed to creating a positive candidate experience, fostering high performance teams, and delivering measurable results in line with organizational goals. Open to relocation, I am excited to explore how my skills and experiences can contribute to the growth and success of a progressive and innovative organization.

Areas of Expertise:

- Talent Acquisition & Recruitment
- Process Framework and Design
- RFP and Contract Negotiations
- Talent Learning & Development
- Staff Training & Mentorship Program
- Leadership Coaching & Succession Planning
- ATS Implementation/Integration
- Team Building & Workforce Engagement
- Payroll Management
- Client Relationship Management
- Lead Generation, Sourcing & Development
- HR Strategic Planning & Execution
- Contract Labor Management (W-2 & 1099)
- Performance Management
- Software Vendor Selection & Maintenance
- Strategic Sourcing Methodologies

ATS/CRM/HCM Technologies

- Greenhouse
- iCIMS
- Bond
- Workday
- Fieldglass
- Power BI
- Tableau
- IQNavigator
- Wand
- Phenom People
- Monday.com
- UKG
- ADP

Experience

Hayes Locums, Ft. Lauderdale, FL

2023-2024

Director of Talent Acquisition

- Build and develop recruiting team as determined by business needs.
- Research and oversee all candidate sourcing and recruitment strategies.
- Prepare, review, and present the annual recruitment budget.
- Prepare quarterly department reports for quarterly board meetings.
- Work closely with the HR department to oversee all stages of the candidate experience.
- Take the lead role in recruiting and developing leadership candidates at Hayes Locums.
- Work as the liaison between Chief People Officer and recruiting team to ensure timely communication of hiring needs.
- Provide weekly and monthly recruiting metric reports to senior leadership.
- Monitors and evaluates team performance and adherence to Hayes Locums standards.
- Measure, develop, and implement team goals and key performance indicators.
- Key decision maker in RFP and implementation of new ATS
- Author and develop framework and design for the Talent Acquisition Playbook
- Author Interview guidelines and competencies for standardization

ChenMed, Miami Florida

2020-2023

COE Partner, Enterprise Talent Strategy and Analytics Initiatives

- Owner, subject matter expert and manager of the Talent tech stack, inclusive of ATS, CRM and other TA tools.
- Drive process optimization and design, test and manage talent technology solutions in a High-Volume, High-Touch, multi-site environment.
- Leverage technology and data analytics team to generate talent metrics, dashboards, and reporting that generates insights into the operations and performance of Talent Acquisition.
- Responsible for all Talent related playbooks, SOPs, Process Mapping, SLAs, and Talent related documentation at the enterprise level.
- Key builder and owner of the Talent Acquisition Roadmaps and Talent Acquisition Playbooks including Existing Markets and New Markets. Constantly monitor and revamp as necessary.
- In partnership with leaders, drive the talent technology roadmap, reviewing and adjusting the roadmap as needed. Ensure ROI process and metrics are outlined.
- Responsible for the full project management of all Talent COE verticals, including but not limited to; Marketing/Brand/Social/Communication, Talent Data and Analytics, Talent Training and Onboarding, Internships/Preceptorships/Fellowship Programs, and Project Management.

Division Leader, Talent Acquisition Market Operations

2020-2022

- Manage a team of 24 Recruiters across 12 Markets (70 Centers) and actively foster development of a high-performance, team-oriented recruiting culture
- Design and implement programs and processes to ensure effective sourcing, selection, and on-boarding of quality talent
- Communicate and develop strategic objectives regularly with the executive leadership team
- Help manage the recruitment budget and explore opportunities for cost reduction
- Define and tracks recruitment metrics
- Determine HR and Recruiting KPIs
- Create and present reports and consult business leaders regarding strategy execution

BAYADA Home Health Care, Pennsauken, NJ***Strategic Partner, Enterprise Talent Acquisition*****2018-2020**

- Function as BAYADA's first internal consultant providing direct support and leadership to over 300 offices across the enterprise
- Assess and diagnosis workforce development challenges and create strategies that align talent acquisition to business goal
- Authored and developed four modules regarding strategic sourcing and operational recruitment best practices
- Provide recommendations to Practice Presidents regarding suitability of current staff and success of current recruitment and retention plans

Enterprise Talent Acquisition Business Partner**2017-2018**

- ***Authored, developed, and implemented the Career Navigation Department***
- Deliver customized career consultation and solutions for internal BAYADA employees and external referrals
- Assess referral's cultural fit, skills, and interests to effectively market talent to hiring managers across the enterprise
- Selected to develop new enterprise wide model for field recruitment
- Ensure a positive candidate experience and leverage BAYADA Home Health Care as the employer of choice

BAYADA Home Health Care, Pediatric Specialty Practice, Philadelphia, PA***Regional Director of Field Recruiting*****2015-2017**

- Develop and manage a recruitment strategy throughout nine counties in Eastern Pennsylvania area responsible for \$100 million in annual billing
- Expert user for recruitment-based technology and software
- Provide direct supervision, coaching, and mentoring to 11 on-site managers
- Target, assess, and implement strategic partnerships in service territories
- Responsible for the oversight of overall personnel files management, credentialing, and coordination for division offices
- Project management for all recruitment initiatives and pilots
- Identify areas of improvement in recruitment process operations and deliver customized solutions

Yoh, A Day & Zimmermann Company, Philadelphia, PA***Enterprise Recruiter, Scientific & Clinical*****2013-2015**

- Account Manager and Lead Recruiter to six Vendor Management System (VMS) accounts and delegated requisitions to supporting recruiters
- Managed multiple contingent workforce software tools
- Supervised all contractors regarding human resources functions
- Developed and create a pipeline database of candidates to fill future openings
- Supervised administrative staff and ensure personnel file compliance during onboarding and auditing process
- Supervised a team of Sourcing Specialists

BAYADA Home Health Care, Philadelphia, PA***Human Resources Manager*****2010-2013**

- Managed two offices high volume full-cycle field employee hiring process from initial inquiry to on-boarding of new hires
- Conducted new hire orientation
- Supervised all personnel file management, credentialing, and coordination
- Coordinated and provided direct support for all HR functions including FMLA
- Monitored recruitment effectiveness by tracking and evaluating results and metrics and establishing quarterly budgets
- Represented BAYADA at high volume healthcare career fairs and events
- Served as first point of contact for all employee relations issues

BAYADA Home Health Care HR Corporate Headquarters, Burlington, NJ***Project Associate, Human Resources*****2009-2010**

- Managed Job Bank revisions and approvals utilized for career websites
- Represented BAYADA at Career Fairs
- Analyzed and reported weekly and quarterly metrics
- Published internal companywide communications regarding employment opportunities
- Conducted reference checks on behalf of candidates
- Sourced candidates for hard-to-fill positions

Education

The Pennsylvania State University, University Park, PA

2002-2008

MS in Human Resources and Employment Relations

BS in Labor Studies and Employment Relations

BA in Anthropology

Other Training and Education

Villanova University, Radnor, PA

Diploma in Professional Human Resources Management, 201

Sede di Roma, Rome Italy

Integrative Arts Program, 2005

To Whom It May Concern,

I am a passionate and results-driven Talent Acquisition leader with extensive expertise in the healthcare staffing industry. I thrive on inspiring, mentoring, and coaching successful professionals to reach their full potential. With a Master's in Human Resources and a proven track record of driving strategic recruitment initiatives, I bring a unique blend of skills in talent acquisition, process optimization, and leadership development.

My journey in talent acquisition spans roles such as Director of Talent Acquisition at Hayes Locums, where I spearheaded recruiting team development, oversaw candidate sourcing strategies, and collaborated closely with HR to ensure a seamless candidate experience. At ChenMed, I excelled as a Strategy Expert, leading enterprise-level talent strategy and analytics initiatives, managing the Talent tech stack, and driving process optimization through data-driven insights.

As a Strategic Partner at BAYADA Home Health Care, I functioned as an internal consultant, providing leadership to over 300 offices, and developed impactful talent acquisition strategies aligned with business objectives. My experience extends to roles such as Regional Director of Field Recruiting, where I successfully managed recruitment strategies, mentored on-site managers, and fostered strategic partnerships.

With a solid foundation in HR strategic planning, talent development, and recruitment best practices, I have honed my skills in team building, process design, and vendor management. I am adept at leveraging ATS/CRM/HCM technologies such as Greenhouse, iCIMS, and Workday to drive recruitment success and ensure operational efficiency.

My commitment to continuous improvement and innovation is evident in my project management experience, where I have led initiatives to enhance recruitment processes, develop talent playbooks, and drive workforce engagement. I am dedicated to creating a positive candidate experience, building high-performance teams, and delivering measurable results that align with organizational goals.

I am now seeking new opportunities to leverage my expertise in talent acquisition, leadership coaching, and strategic planning to drive organizational success and foster a culture of excellence. Open to relocation, I am excited to explore how my skills and experiences can contribute to the success of a forward-thinking organization.

Respectfully,

Kara Lloyd, MSHR

Karen Lopez

Klopez1102@gmail.com • (857)201-1799

EDUCATION

Salem State University, Salem MA 2017
Bachelor of Business Administration, Finance

PROFESSIONAL EXPERIENCE

FedEx Freight, Conley GA 2018-2020
Service Center Support

- Administrative assistant to general manager, working directly with shippers to coordinate freight delivery. Overseeing accounts while processing billing, shipment location and recovery. Working efficiently to optimize profits and reducing holding costs.

State Farm, Jonesboro GA 2017-2018
Customer Relations Representative

- First point of contact for customers. Collecting payments, addressing billing and coverage concerns. Developing leads while marketing appropriate products and services to achieve profitability targets. Making daily bank deposits.

Topacio Restaurant, Boston MA 2012-2017
Shift Supervisor

- Overseeing the training and development of new employees. Assigning task to team members on shift, while keeping quality control and inventory management. Overseeing cash handling procedures to maintain accurate financial records and minimize discrepancies.

CVS Pharmacy, Chelsea MA 2010-2013
Shift Supervisor

- Addressed all frontend issues promptly and professionally, monitoring sales and returns. Performed opening and closing store procedures including proper cash handling of registers and reconcile daily sales.

SKILLS

Bilingual (Spanish)
Customer Service
Scheduling
Microsoft Outlook, Word & Excel
Accounts Receivable and Payable
Verbal and Written Communication

Katherine Lamar

Lakeland, FL 33809

kathylamar1420@gmail.com

+1 646 220 0748

Human Resources Professional with 10 years of experience in all avenues of HR. Eager to learn new industries and apply the knowledge, discipline and skills.

Work Experience

Assistant Director of People Services

Equinox Hotel NYC - New York, NY

April 2021 to February 2024

Responsible for all branches of Human Resources: Recruitment, Training, Disciplinary Actions, Medical Leaves, Compensation, Employee Relations/Events.

Director of Human Resources

Sheraton Hotel - Edison, NJ

February 2019 to May 2020

- Developed handbook
- Spearheaded HRIS acquisition
- Created and enhanced policies and procedures
- Bridged relationships between employees and management as well as management and union representative
- Provided guidance to managers
- Established employee relations to improve work culture
- Handled all types of leaves of absences including workers compensation, retirement

Human Resources Generalist

Gramercy Park Hotel - New York, NY

August 2018 to February 2019

- Point of contact for 2 hotel properties in the absence of the Director of Human Resources.
- Responsible for all branches of Human Resources
- Managed approximately 350 employees

Human Resources Manager

Amsterdam Hospitality Group - New York, NY

April 2016 to August 2018

- Provided guidance to principals of the company
- Oversee all recruitment for 5 hotels and corporate office
- Developed policies and procedure
- Managed all leave of absence
- Assisted with employees performance review

Human Resources Coordinator

Morgans Hotel Group - New York, NY

October 2013 to April 2016

- Assisted directors, assistant director with all projects
- In charge of employee engagements
- Responsible for HRIS reports
- Gate keeper of employees files

Education

Bachelor's degree in Psychology

College of Staten Island CUNY - Staten Island, NY

September 1998 to December 2003

Skills

- Recruiting (8 years)
- Human Resources Management (5 years)
- Interviewing (5 years)
- Human Resources (10+ years)
- Human resources (10+ years)
- Workers' Compensation
- Employee Orientation
- Performance Management
- Management
- Benefits Administration
- Payroll
- Conflict Management
- Employee Evaluation
- Talent Acquisition
- HR Sourcing
- HRIS
- Microsoft Powerpoint
- Project management
- Budgeting
- ATS
- Change management

KATIE WHITED

Mansfield, OH. | 740.485.5534 | ktann3711@gmail.com | <https://www.linkedin.com/in/katie-whited740>

People Operations Professional

CAREER SNAPSHOT – Results-driven human resource professional with a proven track record in overseeing all aspects of human resources functions, providing strategic advice to leadership, and driving organizational success through effective HR initiatives. Adept at fostering a positive work environment, implementing talent management strategies, and ensuring compliance with employment laws. I engage people effectively, promote diversity, equity, inclusion and belonging, and train leadership on best practices. I am looking to utilize my skills on a strategic level to productively support an organization and enhance employee development, engagement, and retention.

Human Resource Experience

Third Street Family Health Services – Mansfield, OH | November 2020- March 2024

Senior Human Resource Generalist – March 2023- March 2024

Lead day-to-day HR operations to support 300 employees through a recent merger at a non-profit health center.

- Formulate, communicate, and enforce HR policies to ensure compliance with legal requirements and alignment with organization values
- Advise leadership on strategic workforce planning, talent acquisition, and employee development initiatives
- Design and deliver training programs on topics such as DEIB, conflict resolution, and leadership development to promote a continuous learning culture
- Implement and enhance performance management systems, facilitate goal-setting, feedback, and professional development opportunities
- Manage the full employee life cycle from recruitment and onboarding to exit interviews and offboarding
- Manage employee relations initiatives, address workplace concerns, conduct investigations, and implement proactive measures to foster a positive and inclusive workplace culture
- Administer comprehensive employee benefits programs
- Collaborate with leaders on organizational change management including mergers and restructuring, ensuring smooth transitions and minimal disruptions

Talent Acquisition Specialist– December 2021-March 2023

Managed talent acquisition for a growing non-profit of 200+ employees and 11 locations.

- Structured and managed the recruitment, selection, and onboarding processes, new hire orientation, and initiated the credentialing process for credentialed staff
- Orchestrated training and presentations for a broad audience, including executive leadership, all staff, and external partners.
- Evaluated EEO reports to monitor compliance in recruiting, hiring, and promotions
- Influenced workforce planning
- Developed career pathways for staff growth and development
- Collaborated with department heads and organizational leaders to follow best-practice HR strategies

HR Generalist- November 2020-December 2021

Collaborated with HR Director to structure an HR department for an organization of 150 employees.

- Headed employee leave procedures
- Addressed employee relations
- Rebuilt provider credentialing procedures in compliance with multiple governing agencies
- Performed policy documentation
- Oversaw full cycle recruitment

Education

MBA, Executive Management | Ohio University | August 2023-Present (Graduation 2025), GPA: 4.0

Bachelor of Science – Human Resource Management and Communications | Franklin University, GPA: 4.0

Kathy Cadet

Orlando, FL | 407-373-3773 | cadetkkbrown@aol.com | linkedin.com/in/kathy-cadet-msm-66b2ab80

HR LEADER, ADVISOR & CONSULTANT

Accomplished Human Resources Professional with extensive experience in various areas various areas, including employee relations, operations management, project management, and talent management. Demonstrated expertise in strategic planning, adult learning and motivation, management development, and coaching. Partners with cross-functional teams to analyze business processes and implement process improvements that streamline operations, and comply with local, state, and federal employment laws. Drives projects from inception to execution, while handling employee relations matters.

AREAS OF EXPERTISE

Strategic Leadership | Organizational Development | Communication Skills | Project Management | Employee Relations | Coaching & Conflict Resolving Skills | Talent Management | HRIS Systems (ADP, Paylocity, Workday, Namely) | DE&I | Change Management

EXPERIENCE

Change Healthcare Holdings, Inc.

November 2022 – December 2023

Sr. People Solutions Business Partner (TES)

Provide guidance and support to assigned business market in all aspects of people strategy, including workforce and succession planning, performance management, talent engagement, and employee relations resolution.

- Align HR strategies to effectively link to business priorities, maximize talent, minimize risk, and optimize business performance.
- Act as a strategic thought partner that provides leaders with support on a variety of business-related topics, addressing and overcoming challenges related to organizational design, reorganization, and change management.
- Build effective partnerships and relationships with management and employees to solve complex HR challenges, build morale, increase productivity and retention.
- Coach and consult departmental business heads and management on performance management process, compensation, remuneration programs, recruitment practices, and management decision-making.
- Act as a Change Agent and trusted advisor to business senior leaders to provide proactive guidance to ensure effective implementation of transformational initiatives and the impact of business decisions and change initiatives.
- Partner with Talent Acquisition to assist in designing, developing, and executing full cycle recruitment plans and talent sourcing strategies that guarantee the attraction, selection and successful recruitment of potential talents that will further drive the achievement of staffing goals as well as the business' overall objectives.
- Gather and analyze relevant data, trends, patterns and identify gaps and priorities in the areas of talent management, workforce planning, performance management, strategic recruitment, capability development and culture gaps.
- Drive Diversity & Inclusion through career mapping, talent development and recommendations of talent for growth opportunities.
- Manage and coordinate multiple HR projects.
- Collaborated with COE's to generate innovative ideas and apply change best practices to ensure impact of key policies, programs, and recommended appropriate intervention strategies.
- Maintain knowledge of employment regulations, industry trends, business unit trends, ensuring compliance and implementing corrective measures when appropriate.
- Experience working in a fast-paced, high-growth, dynamic business environment.
- Perform other related duties as assigned.

Olive AI

March 2021-October 2022

Healthcare Tech Start-Up

Sr. Human Resources Business Partner

Provided strategic and tactical human resources direction for Olive AI Tech & Product teams and over 500 employees.

- Worked collaboratively with human resources and leadership teams to implement strategic corporate initiatives.
- Managed employee relations issues and assess related legal risk, ensured effective organizational structures and designs.

- Proactively consult and coach with business leaders and recommend HR strategic solutions to improve critical business outcomes.
- Collaborated with business leaders to ensure a united HR delivery approach.

Kathy Cadet

407-373-3773

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Olive AI

March 2021-October 2022

Sr. Human Resources Business Partner (Continued)

- Developed and implemented HR initiatives, including talent assessment, performance management, succession planning, workplace planning, training & development, job leveling, career-path, compensation and employee engagement.
- Coached and mentored HR Business Partners.
- Partnered with the Talent Acquisition and FP&A teams on workforce planning, internal mobility and driving the hiring efficiencies for the Tech & Product teams.
- Maintained knowledge of best practices, employment law and regulatory changes.
- Established & maintained positive working relationships with senior business leaders; building relationships to leverage core functional HR subject expertise to achieve the goals of the organization.
- Experience supporting a hyper growth company in a People capacity from 400 to 1,600 team members.

Plane Process

July 2019-March 2021

Human Resources Consultant-Volunteered

- Conducted research through various methods to identify a problematic situation.
- Provided advice and recommendations to HR staff for resolution of daily issues.

Radixx, Inc., Orlando, FL

September 2007 - February 2019

Aviation Tech Start-Up Firm

Director of HR, December 2012–February 2019

Consulted and made recommendations to the management team on all Employee Relations matters. Managed a team of HRBPs assigned to business units and who handled the overall alignment and execution of HR strategy.

- Initiated and led Global human resource programs and projects.
- Used deep understanding of the business strategy to identify the skills and capabilities required for the future. Build a plan to hire, develop and retain the talent needed to deliver the business strategy.
- Established strong and integrated partnerships across business units to deliver value added HR service to management to create an exceptional workplace.
- Leveraged metrics to propose solutions and programs to improve employee engagement, morale, productivity and retention.
- Act as Advisor to the Leadership team enabling them to drive business success.
- Partnered with Leadership to ensure smooth on-boarding and off-boarding experience for employees.
- Advised Leadership on Compensation initiatives ensuring we remain competitive and attract/retain top talent.
- Served as a coach and confidant to the business team leaders for personal growth and professional success.
- Build leadership and management capabilities team through effective talent strategies. Empower seniors and middle managers to take accountability of the challenges within their organizations.
- Coached, guided and developed team with emphasis on skills enrichment, career, and employee engagement while balancing well-being.
- Consulted with business leaders and management on workforce planning, partnering closely with Talent Acquisition on sourcing and hiring top talent for critical roles.
- Knowledge of employment related laws and regulations.

ADDITIONAL RELEVANT EXPERIENCE

Radixx International, Inc. (Aviation Tech Firm), Orlando, FL

Director of Human Resource

Initiated and led human resource programs and projects. Effectively led organizational change. Conducted training and facilitated developmental sessions with employees and managers. Provided coaching and counseling to the Executives and the leadership team. Launched diversity and Inclusion initiatives; ensure all employees are treated equally, ethically and morally. Created and fostered an engaging dynamic culture that helped attract, engage and retain employees.

Managed employee relations programs and recognition programs to ensure a highly motivated workforce and improve employee morale and retention. Recruited, interviewed, hired, and trained staff. Provided constructive and timely performance evaluations. Handled discipline and termination of employees in accordance with company policy. Collaborated with executive leadership to define the organization's long-term mission and goals; identifies ways to support this mission through talent management. Identified key performance indicators for the organization's human resource and talent management functions; assesses the organization's success and market competitiveness based on these metrics.

Kathy Cadet

407-373-3773

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ADDITIONAL RELEVANT EXPERIENCE (CONTINUED)

Radixx International, Inc. (Aviation Tech Firm), Orlando, FL

HR Manager (Continued)

Researched, developed, and implemented competitive compensation, benefits, performance appraisal, and employee incentive programs. Provided guidance and leadership to the management team; assists with resolution of human resources, compensation, and benefits questions, concerns, and issues. Ensured compliance with employment, benefits, insurance, safety, and other laws, regulations, and requirements. Maintained knowledge of laws, regulations, and best practices in employment law, human resources, and talent management. Drafted and implemented the organization's staffing budget, and the budget for the human resource department.

Staff Accountant

EDUCATION

Master's Degree, Human Resources Management (2013)

University of Central Florida

Bachelor's Degree, Accounting (2004)

University of Central Florida

SOFTWARE COMPETENCIES

Microsoft Office (Word, Excel, and PowerPoint)

Katie Shanahan

Email: ksshahanah@yahoo.com • Phone: (636)-578-8271

Highly experienced HR Professional with over 30 years of proven results in all areas of Human Resource Management. Demonstrated expertise in Employee Relations, Strategic Leadership, Employment Law and Compliance, Talent and Leadership Development, Training, Coaching, Mentoring, Compensation, and Benefits. Successful in leading projects with innovation, collaboration, and integrity.

Education

Lindenwood university, St. Charles, MO

M.A., Human Resource Management
Bachelor of Science in Business Administration

May 2000
May 1994

Experience

Human Resources Manager

Paulo Products, St. Louis, MO

May 2017 – February 2024

- Oversaw and managed Human Resources department, including payroll, benefits, policy development, and employee relations
- Developed and managed entire benefit strategy, resulting in significant cost savings and improved offerings
- Implemented new pharmacy benefit manager, saving over \$1M in the first year with minimal disruption
- Administered 401(k) and pension plans, providing guidance on options and resources
- Implemented new HRIS system and created exit interview survey and turnover dashboard
- Provided support for compliance with laws and regulations, including union contracts and negotiations
- Led special projects including company acquisition research, COVID-19 safety compliance, revamping employee appreciation events, and travel to other plants as needed

SR. Product Manager, Health Care Reform

Express Scripts, inc., St. Louis, MO

October 2013 – November 2016

- Managed Private Health Exchange (ACA) Strategy for Commercial Sales, reducing at-risk lives from 1.6 million to 24,000
- Established partnerships with private exchanges to recapture lost lives, minimizing financial impact
- Led development of exchange-like offering to retain direct client relationships, offering customized benefit plans
- Acted as a client-facing consultant, driving retention, renewals, and strategic planning
- Served as a Subject Matter Expert on Private Exchange Market, contributing to conferences, webinars, and internal communications
- Managed Internal Communications portal, maintained marketing documents, policy procedures, and sales collateral
- Created tools and resources for Sales and Account Management, including white papers, battle cards, presentations, and financial analysis, resulting in targeted retention efforts and risk reduction

Director, Human Resources

Professional Employment Group, Creve Coeur, MO

August 2011 – October 2013

- Led Human Resources administration, overseeing staff and promoting professional development
- Managed workman's compensation, unemployment, and insurance administration processes
- Implemented new performance management system and disaster recovery plan for remote work readiness
- Designed and negotiated benefits plans for internal and external employees, ensuring compliance with Healthcare Reform
- Coordinated insurance policies and risk management programs
- Maintained personnel records, conducted employee investigations, and managed project management for the President/Owner
- Handled office management responsibilities, including IT oversight and HR administration for related companies

Director, human resources

Cetero Research, St. Charles, MO

May 2008 – October 2010

- Led comprehensive HR initiatives including compensation compliance, organizational planning, and employee relations
- Promoted to Director within 8 months, reporting directly to the President
- Managed all staffing efforts, from recruitment to downsizing and re-organizations
- Standardized job descriptions and titles, conducted salary analysis, and implemented a new job grading system
- Enhanced performance management system, implemented process improvements, and provided training on various topics

Manager, Human Resources

Express Scripts, inc., Maryland Heights, MO

September 1998 – May 2008

- Established collaborative relationships with management, identifying issues and high performers.
- Facilitated compensation planning, consolidated job descriptions, and led training initiatives.
- Managed Best Places to Work survey, implementing action plans for continual improvement.
- Implemented performance assessment and cost-saving initiatives, reducing turnover rates.
- Led re-organizations prioritizing re-assignment, supported clients during RFP process, and ensured legal compliance.

Katie Woodley

7005 Honey Tree Lane
Indian Trail, NC 28079
704-560-4357
kwoodley84@gmail.com

QUALIFICATIONS

I have a lot of experience working in fast-paced atmospheres and take pride in my ability to maintain a high level of quality. I am a qualified Human Resources professional with 11 years of experience and consistently looking to gain more knowledge and sharpen my skills. I have excellent communication skills, and love working with a widely diverse group of people. My passion and drive for organizational improvement make me a valuable asset to any team.

EXPERIENCE

Solve Industrial Motion Group **August 2022 – present**

HR Generalist
Charlotte, NC

- First point of contact for any HR-related needs while maintaining confidentiality of all personal information.
- Perform routine tasks required to administer and execute HR programs, including but not limited to compensation, benefits and leave, employee relations, performance and talent management, recognition, safety, training and development, compliance, workers' compensation and disability.
- Develop and facilitate onboarding and orientation for new hires.
- Manage the recruitment process, including job posts, reviewing resumes, and coordinating pre-employment testing, interviews, job offers, and follow up.
- Develop strong relationships with team members to better understand their aspirations and potential career path.
- Support the development and implementation of new HR initiatives, such as engagement surveys, performance management, and talent assessments.
- Assist with facilitating Leadership 101 program for new and seasoned leaders.

Union County Government

November 2017 –

August 2022
HR Generalist
Monroe, NC

- Conduct benefits orientation for new hires.
- Assist employees with benefits enrollment and changes.
- File workers' compensation claims with TPA.

- Run annual motor vehicle records for all employees.
- Maintain Drivers' List for Risk Manager, ensuring active status for all CDL drivers.
- Maintain onboarding portal for new hires.
- Ensure accuracy of employee payroll deductions.
- Maintain accurate deductions for employee 401k/457b elections.
- Create training content for Leadership courses and compliance training for all employees.
- Assist with Emerging Leaders and Leadership Development programs.
- Maintain calendar and set up Training Room for all meetings.
- Planning and execution of Annual Employee Expo event for all employees and visiting vendors.

Charlotte Pipe and Foundry – Plastics Division

October 2013 –

August 2017

Benefits Administrator

Monroe, NC

- Conduct onboarding and orientation for new hires.
- Assist employees with insurance changes.
- Maintain personnel files for all employees.
- Serve as member of wellness committee.
- Special projects, including retiree luncheon, service luncheons, and recognition presentations.

EDUCATION AND CERTIFICATIONS

Central Piedmont Community College

2006 –

2013

Associate Degree – Business Administration – Human Resources concentration
Charlotte, NC

Columbia Southern University

2019 –

2022

Bachelor's Degree – Human Resources Management
Orange Beach, AL

PHR Certification

October

2023

KATJA LIISA MCJILTON

Cell: 301-661-2239 | katjamcjilton@gmail.com
linkedin.com/in/katja-mcjilton

SUMMARY OF QUALIFICATIONS

Global Human Resources Director with highly developed management, interpersonal and communications skills. Demonstrated ability to ensure effective oversight of an organization's long term strategic and daily administrative human resource functions, including planning, coordinating, and directing staffing activities; strategic planning support with senior management and dealing with employee concerns. Proven leadership in a liaison role between upper management and employees while building and maintaining a positive company culture through the hiring process and employee relations. Highly adaptable and attuned to cultural differences, conditions and practices; sensitivity to varied personalities with the ability to establish effective working relationships with employees at all levels of the organization and with colleagues at HQ and in diverse cultures around the globe. Demonstrated ability to manage multiple tasks and responsibilities in a timely fashion while working diplomatically with others to resolve delicate issues; contribute to policy review and improved processes. Consistently recognized in performance reviews for the ability to work under pressure and act upon multiple responsibilities in a comprehensive and timely manner.

PROFESSIONAL EXPERIENCE

BAO Systems, LLC

Washington, DC

Director, Human Resources

February 2022 – Present

- Manage HR department personnel.
- Develop, enhance, implement, and enforce systems, policies, and procedures to improve the overall operation of the organization and effective management of human resources with the aim of creating efficiencies and streamlining processes.
- Develop and improve programs for employee relations, onboarding/offboarding, career development and performance management as well as succession planning.
- Manage staff retention program, terminations, and HR regulatory compliance.
- Tailor HR process to needs of growing small to midsize business.
- Communicate with employees regarding compensation, raises, promotions, benefits and other facets of their employment.
- Devise, implement and team with leadership on annual review processes.
- Respond to employee issues and concerns, establishing open door policy.
- Team with senior leadership to assess people related challenges and recommend and implement solutions.
- Manage compensation and salary administration, payroll, training and development, and HR records management.
- Manage recruiting process, coordinating with recruiting staff as needed to design position descriptions and recruiting plans, support a positive candidate experience, and maintain an efficient, effective and compliant selection process.
- Direct the administration of employee benefits programs such as health insurance, retirement programs, and COBRA; Teaming with our benefits broker to manage open enrollment and enhancement of benefit plans.
- Hardware management liaison – partners with CTO on all equipment purchasing/contracts and infrastructure upgrades.
- Facilities management liaison- assigning office and workstation locations; managing access card assignments.
- Facilitate exit interviews.

INTERNATIONAL YOUTH FOUNDATION

Baltimore, MD

Manager, Global Human Resources

January 2018 – February 2022

- As a deputy to the Global HR Director, actively lead or support the implementation of a cohesive Human Resource (HR) function for over 100 US-based and Country Office staff.
- Manage the recruitment, onboarding, and separation of staff, ensuring that proper processes are followed to ensure the best candidates are selected in a fair and open process.
- Manage semi-monthly payroll process for approximately 50 US-based
- Provide training and guidance to staff to ensure a proper understanding and application of IYF policies and procedures.
- Manage confidential employee files, ensuring necessary documentation is collected, updated and available when needed by senior management.
- Serve as the principal contact for IYF's liability insurance with the insurance broker and manage the annual renewal process.

- Manage IYF's insurance portfolio including, but not limited to, maintaining fact sheets of insurance policies, adding new policies, processing claims, scheduling mid-year review of policies and ensuring annual renewals are completed accurately and on time.
- Manage country office performance review process, ensuring reviews are submitted and processed in a timely manner and any performance issues are appropriately acted upon or referred to the appropriate senior manager.
- Provide ongoing oversight for IYF's county office HR functions, provide support and guidance to new staff during onboarding process.
- Monitor and process HR requests in the Country Office Support email inbox, ensuring compliance and response is done within established timeframes.
- Manage IYF's new country office, and renewed legal registrations globally, liaising with US and international legal counsel to ensure the necessary documents are filed properly and on time, including extensions or modifications based on changes in local law as well as country office close down registrations including dormancy and/or de-registrations.
- Manage IYF's global human resources compliance and administration including, but not limited to, policies, trainings, performance management, compensation, benefits, recruitment, office operations, insurance, reporting, audit and ensure execution to maintain compliance with all applicable laws.
- Perform other duties as required or assigned to support IYF's global HR function.

INTERNATIONAL YOUTH FOUNDATION

Baltimore, MD

Manager, US Human Resources

December 2016 – January 2018

- Work closely with the Global HR Director to ensure the implementation of a cohesive Human Resource (HR) function for IYF US-based staff.
- Manage bi-weekly payroll process, ensuring payroll is processed accurately.
- Manage the US benefits program, ensuring staff understand their benefits and are properly enrolled in benefits per their elections. Manage the open enrollment process.
- Manage the recruitment of US-based staff, ensuring that proper processes are followed and that the best candidates are selected in a fair and open process.
- Manage US performance review process, ensuring reviews are submitted and processed in a timely manner and any performance issues are appropriately referred.
- Manage the development and implementation of the US Security Plan.
- Manage US employee files, ensuring necessary documentation is collected and filed.
- Provide training to support to staff as needed to ensure understanding of applicable policies and procedures.
- Serve as the day-to-day contact for IYF's liability insurance with the insurance broker. Manage the annual renewal process.
- Manage issues related to IYF license agreements, trademarks, intellectual property, etc.

INTERNATIONAL YOUTH FOUNDATION

Baltimore, MD

Coordinator, Organizational Operations

May 2014 – October 2016

- Provided strategic coordination of marketing efforts as defined by the COO in order to ensure IYF clients are fully engaged. Was responsible for the coordination of a variety of organizational needs:
- Provided support to the COO coordinating travel arrangements and preparing expense reimbursements, managing his calendars, organizing, and preparing for meetings, preparing consultant agreements, formulating/finalizing briefing materials, and providing other support as needed.
- Provided support to the CFO coordinating weekly travel alerts, organizing and planning staff meetings and FAIT department meetings, updating InterAction Standards, processing membership and subscription payments, coordinating Hilton Hotel point use, and other issues as they arise.
- Provided general support to both the FAIT and Programs departments and perform other tasks as requested.

INTERNATIONAL YOUTH FOUNDATION

Baltimore, MD

Administrative Assistant

May 2012 – May 2014

- Provided administrative support to the Vice President, Finance, Administration & IT (FAIT), and Vice President, Programs, coordinating travel arrangements and preparing expense reimbursements, managing VP and departmental calendars, preparing correspondence, organizing contacts lists, preparing for meetings, etc.
- Provided support to both the FAIT and Programs departments, including preparing consultant agreements, formulating/finalizing briefing materials, organizing meetings, etc.
- Supported multiple Business Development and Communications teams to manage organizational contact management system. Assisted the VP, FAIT with managing organizational membership and subscriptions.

- Assisted the Secretary of the Board to maintain Board of Director records.
- Prepared IYF's State Charitable Solicitation Registrations. Responsible for the detailed completion, maintenance and follow up of legal documentation with assistance from IYF's legal counsel.
- Coordinator of the Grants and Contracts operation during the managers absence. Drafted and proofread documents, proposals, letters, memos, and emails.
- Prepared correspondence and other communications and provided general support to both the FAIT and Programs departments.

PREVIOUS WORK EXPERIENCE

WASHINGTON HOSPITAL CENTER

Washington, DC

Surgical Coordinator/Medical Office Assistant

January 2011 – May 2012

- Surgical registry, budgeting, and scheduling
- Credentialing doctors' licenses. Managing and coordinating patient advocacy
- Spanish-English Translator. Manage office daily schedule. Ordering of supplies and office equipment

THE METROPOLITAN INSTITUTE FOR PLASTIC SURGERY

Washington, DC

Practice Supervisor

March 2010 – December 2010

PAN AMERICAN DEVELOPMENT FOUNDATION

Pedernales, Dominican Republic

Volunteer

March 2009

- Assisted in a border conflict mitigation project on the Haiti/Dominican Republic border.

EDUCATION

- Frostburg State University, MD, USA. Bachelor's Degree in the Liberal Arts; Spanish Major with Minors in International Studies and Cultural Anthropology. *May 2009*.

ADDITIONAL INFORMATION

Languages: Native English, Fluent Spanish, Beginners Finnish and French

Proficiency with Microsoft Office products including Word, Excel, Outlook, and PowerPoint and Outstanding research/resourcefulness, analytical skills, and attention to detail.

References available upon request.

Kayla Dixon

Columbia, SC | 843-303-0143 | dixonkay1014@gmail.com | www.linkedin.com/in/kayla-dixon-91392a137

Profile

Results-driven Senior HR Generalist with 7+ years of experience in strategic HR management, talent acquisition, and employee relations. Proven track record in implementing programs that increase retention rates, foster job satisfaction, and improve overall employee morale. Skilled in facilitating conflict resolution, managing complex projects, and ensuring compliance with labor and employment guidelines. Strong communicator and collaborative leader focused on achieving business goals. Known for challenging the status quo in creating practical and focused strategies and solutions with the business to address challenges. Believes strongly in coaching and investing in people with a genuine desire to learn and succeed.

Experience

BROAD RIVER RETAIL

HR BUSINESS PARTNER – FORT MILL, SC (COMPANY LAYOFF)

09/2023- 02/2024

- Receive and respond to all Tier 3 employee relations concerns using investigative process to achieve a successful solution.
- Oversee the performance review and merit increase process.
- Provide guidance to leadership on talent management/development and succession planning to ensure the right talent capabilities and bench strength are developed to support the business.
- Serve as expert in change management processes to positively impact organizational effectiveness; provides guidance and coaching to leadership team on change management.
- Advise and coach business leaders on policy interpretation and legal awareness, strategic HR matters, including organizational design and restructuring, talent management, career development, succession planning, compliance program, etc.
- Implement employee communication and feedback mechanisms via department meetings, employee satisfaction surveys, employee focus groups, and one-on-one meetings.
- Manage the corrective action and document process.
- Provide weekly and monthly HR metrics pertaining to headcount, turnover, and performance management.
- Collaborates with other sector HR leaders to share best practices, critical needs issues, and sector initiatives.
- Ensures legal compliance with all applicable local state and federal employment laws, including but not limited to FLSA, FMLA and ADA to minimize risk/exposure to the company.

**ALLIANCE SALES AND MARKETING
HR GENERALIST – CHARLOTTE, NC**

05/2022- 09/2023

- Administer various human resource functions and procedures for all organization personnel
- Assist in the development and implementation of personnel policies and procedures
- Performed benefits administration, change reporting, data collection, open enrollment, and communicating benefits information to employees.
- Filed EEO-1 and VETS reports annually; and maintains other records, reports, and logs to conform to regulations
- Managed all employee relations issues and ensure accurate, timely feedback
- Facilitate company events and contests to promote employee engagement
- Conduct exit interviews
- Maintain compliance with federal, state and local employment and benefits laws and regulation

**BONITZ, INC.
HR GENERALIST – CONTRACT – CONCORD, NC**

10/2021- 04/2022

- Oversaw ERP system Microsoft Dynamics 365 to onboarding new employees, maintaining personnel records for 14 satellite offices
- Communicated recruiting data and metrics and ensured compliance with hiring policies, practices, and company values
- Partnered with geographically dispersed hiring managers and HR to develop recruiting strategies and execution plans that will meet the demands of a growing business
- Sourced from a variety of channels including cold calling, internet searches and networking to develop a pipeline of qualified diverse candidates
- Created and maintained HR trackers for retention and FMLA and STD/LTD leave. Processes FMLA and STD/LTD/Voluntary LOA paperwork with all employees
- Processed e-verifications, exit interviews, background and drug screening, motor vehicle reports, separation agreements, severance agreements and employee corrective actions
- Facilitated new hire orientations and benefits onboarding through Employee Navigator
- Spearheaded Service Award Program for employee work anniversaries

SEARCH SOLUTION GROUP

HR GENERALIST / TALENT ACQUISITION MANAGER – CHARLOTTE, NC (POSITION ELIMINATED)

01/2021- 9/2021

- Oversaw full-cycle internal recruitment process for roles such as recruiters, business development executives, account managers, territory sales managers, executive assistants, and sales associates
- Oversaw human resource system (Paycom), including onboarding new employees, maintaining personnel records in accordance with state and federal laws, responding to unemployment claims, approving timecards

- Worked in tandem with Controller to maintain current with business registrations in various states of operation
-

SHUTTERFLY

EMPLOYEE RELATIONS MANAGER

FORT MILL, SC (LEFT FOR BETTER OPPORTUNITY)

03/2020-01/2021

- Implemented programs to enhance productivity and reduce liability through improved communications and HR practices
 - Assist with recruiting efforts for peak season. Recruit for roles such as material handler, customer service, production operators, and machine operators
 - Successfully filled over 330 contract positions and 40 permanent positions
 - Launched Safety Bucks program and referral/retention program four shifts
-

BRITAX CHILD SAFETY

ONSITE STAFFING MANGER (FLEX FORCE – DECISION PATH)

CHARLOTTE, NC (SEPARATED FOR MATERNITY LEAVE)

05/2018-01/2020

- Took over previously outsourced management of payroll administration, policy development, employee staffing, training and development, and personal files at client location for 100+ employees
- Conducted weekly job fairs for open positions
- Conducted orientation for new hires weekly
- Managed records, tracked performance and attendance and preformed terminations
- Facilitated employee recognition programs for client site for temporary work force

Education

**BACHELORS IN ARTS IN COMMUNICATIONS | DECEMBER 2015 | FRANCIS MARION
UNIVERISITY | FLORENCE, SC**

Skills & Abilities

- Progressive experience in HR across all major functions
- Extensive recruiting/Staffing experience
- Project Management experience
- Experience with large multi unit organizations
- Tier 1-3 employee relations expertise
- HRIS Management
- succession planning
- Retention and hiring tracking
- Leave management experience

References Upon Request

KAYLA FRIEDMAN

(516) 506-1207 | kfriedman701@gmail.com

PROFILE

Dynamic Human Resources Professional with a strong commitment to confidentiality and a proven ability to build strong relationships with Senior Leaders. Possesses extensive knowledge of HR policies, procedures, and multi-state tax laws. Demonstrated skills in HR Operations, Employee Lifecycle Management, Compliance, Employee Relations, Recruitment and Benefits administration.

EXPERIENCE

HR Generalist, Assurance IQ (Remote - WA) September 2020 - Present

- Support and facilitate the onboarding process, including background adjudication, new hire orientation, and benefits enrollment
- Manage offboarding procedures, conduct exit interviews and process employee terminations.
- Maintain accurate employee records and ensure HRIS data integrity, process employee changes and updates promptly
- Provide training and coaching to managers on performance management processes and procedures.
- Assist in the creation and implementation of company policies, procedures, and handbook
- Conduct investigations into employee complaints/concerns and advise management on disciplinary actions and resolutions
- Administer leave of absences including FMLA, ADA, STD, and Parental Leave
- Interview for open positions; collaborate with departmental managers to understand skills and competencies required for positions

HR Generalist, Lynn University - (Boca Raton, FL) December 2019 - July 2020

- Managed pre-employment checks, including background, reference checks, and drug screenings, ensuring compliance with company policies and regulations
- Drafted comprehensive job descriptions for internal and external candidates
- Prepared various employee documents, such as offer letters, contracts, transfers, and terminations
- Processed day-to-day transactions and maintained accurate data entry in HRIS systems
- Ensured compliance of all new hire paperwork, including I9 documents, to meet legal and organizational requirements
- Conducted employee exit interviews to gather feedback and identify opportunities for improvement
- Maintained and monitored performance reviews and performance improvement plans
- Conducted investigations into employee-related issues and complaints, providing guidance to management on appropriate corrective action

HR Generalist, Modernizing Medicine (Boca Raton, FL) March 2015 - December 2019

- Led new hire orientation, providing comprehensive information on benefits and 401k plans
- Prepared and maintained employee documentation, including offer letters, legal documents, status changes, and benefit forms
- Ran periodic audits of I9 forms, HR files, and records to ensure compliance with federal, state, and local HR regulations and requirements
- Conducted pre-screen interviews with potential candidates; determined next steps in hiring process

- Acted as the primary point of contact for employee relations issues, following up with management to address concerns and resolve issues
- Provided guidance and support to employees on HR policies and benefits
- Created and maintained detailed corporate organizational charts to support organizational planning and communication
- Maintained accurate employee records and ensured HRIS data integrity

HR Assistant, Alcott HR Group, LLC (Farmingdale, NY) August 2012 - January 2015

- Provided new hire onboarding documents to employees and offered support to address questions
- Created and maintained all employee personnel files, ensuring confidentiality
- Conducted background checks, drug screenings, E-Verification, and managed I-9 documentation to ensure regulatory compliance
- Processed all employee paperwork and accurately input employee information into HRIS system
- Followed up with clients regarding outstanding documentation, maintaining clear and timely communication to ensure completion of necessary tasks

EDUCATION

Long Island University, CW Post

2008

Bachelor of Arts, Sociology

Kesi Ross

Human Resources Professional

Sunrise, FL 33323

ross.kesi@hotmail.com

+1 954 268 3970

I am a human resources manager with a master's degree in business administration and six years of experience in the healthcare industry.

My core competencies include HRIS, recruiting, onboarding, performance management, compensation, employment law, and employee relations. I have implemented a new recruiting process, revamped the onboarding process, and recommended HRIS systems to streamline processes. I have also ensured legal compliance, conducted investigations, and maintained records. Additionally, I have identified and recommended areas of improvement to internal standard operating procedures, including team restructuring and morale.

I believe that empathy is the key to forming connections with employees and fostering a positive and inclusive work culture. I have demonstrated empathy in my interactions with employees, managers, and stakeholders, and have partnered with leadership to establish and continuously improve the relationships between the company and its employees. My goal is to change the negative perception of HR and to put the human back into human resources.

Work Experience

HR Manager

Evoke Wellness

October 2022 to January 2024

- Executes HR policies, procedures, and practices and ensures they are implemented successfully at all levels.
- Oversees the service execution of all general HR programs, including: Performance management, compensation, employment law, attracting and retention strategies.
- Assist with recruitment efforts, and prepares employees for assignments by establishing and conducting orientation and training programs.
- Ensures legal compliance by monitoring and implementing applicable HR federal and state requirements, conducting investigations, and maintaining records.
- Identify and recommend areas of improvement to internal standard operating procedures, including team restructuring and morale.
- Keeps VP of Human Resources aware of employee relations issues and seeks guidance on complex matters. Reviews potential legal issues with VP of HR and consults with Legal counsel when warranted. Prepares requested documentation and participates in matters as requested by counsel.
- Full-cycle recruiting. Attracting suitable candidates through job boards/databases, online employment forums, social media, etc.
- Champion the onboarding process, ensuring the process is up to date and of high quality, providing clarity and connection for all employees and their role in relation to the overall vision
- Maintain management guidelines by preparing, updating, and recommending human resource policies and procedures
- Build strong relationships with external vendors, fostering trust and promoting collaboration

- Conducting interviews and sorting through applicants to fill open positions.
- Completing other duties as assigned, such as participating in, leading and/or championing relevant special projects.

Recruiter

Caron Treatment Center - Boca Raton, FL

June 2022 to September 2022

- Ensured staffing justifications are accurately completed and approved and personnel requisitions are posted through HRIS system.
- Collaborated with hiring managers to identify and draft detailed and accurate job postings and hiring criteria
- Identified and implemented efficient and effective recruiting methods and strategies based on the available role, industry standards, and the needs of the organization. Stays abreast of recruiting trends and best practice.
- Collaborated with the hiring managers and/or other human resource staff during the offer process, identifying and recommending salary ranges, incentives, start dates, and other pertinent details.
- Facilitated the offer process by extending the offer and together with the HR team negotiates employment terms
- Screened and selected qualified candidates and coordinates and schedules interviews.
- Scheduled interviews; oversees preparation of interview questions and other hiring and selection materials.
- Assisted with the interview process, attending and conducting interviews with managers, directors, and other stakeholders.
- Ensured compliance with federal, state, and local employment laws and regulations, and company policies.
- Attended and participated in industry, community and college recruitment opportunities to source applicants. Plans and holds job fairs on Caron's campuses.
- Regularly communicated updates to the hiring manager on the status of open positions, including initial conversation to determine department needs, sharing of candidate resumes, and scheduling and follow up on successful interviews.
- Provided feedback to candidates not selected ensuring that internal candidates meet together with HR and hiring manager. Refers on the HR Business partner those that may require a development plan for advancement.
- Prepared and distributes offer letters to candidates and communicates detail related to acceptance, start date and training requirements.
- Communicated new hires to appropriate individuals including HR Assistant, Training, HRIS, etc.
- Regularly updated records to accurately reflect the status of open positions. Prepares monthly and quarterly reports regarding recruiting for stakeholders.

HR Specialist(Temp)

Behavior Analysis, Inc. and The Florida Autism Treatment Centers

August 2021 to December 2021

- Incorporates new recruiting authorities and laws into recruitment and placement efforts and makes suggestions regarding recruitment incentives to attract applicants
- Screens, interviews, and hires applicants for positions
- Performs all aspects of Human Resources, such as addressing day to day operational issues, onboarding, ensuring documents are completed accurately, I-9 verifications, Worker's Compensation claims and unemployment claims

- Ensures agency is up to date with any legal changes that affect compliance
- Process employee credentialing applications, verifies information, researches application discrepancies, and assures process is in accordance with payer requirements
- Provides recommendations related to problem resolution and facilitation in the areas of employee relations, performance management, benefits, and leaves
- Provides suggestions and counsel to managers and supervisors regarding personnel practices, policy and employment laws
- Ensures providers/ employees are credentialed, appointed, have the appropriate service codes within company systems, and privileged with healthcare providers/ plans at all times
- Collects, analyzes and reports information relating to employee headcount and turnover
- Provides a range of support and assists with problem resolution

Human Resources Coordinator

Banyan Treatment Center - Pompano Beach, FL

June 2019 to May 2021

- Provided Human Resource administrative-based support to the Banyan Network (9 locations)
- Planned, organized and conducted recruitment, employee relations, and additional functions specifically targeted to the growing needs of the organization
- Screened resumes, deploys background checks, onboards candidate, facilitates employee trainings, conducts employment verifications, reference checks and drafts offer letters
- Communicated Human Resource Policies, Code of Ordinances, and agreements to employees and applicants
- Maintained human resource materials, including personnel files with Ultipro, new hire forms, I-9's, and other documents to ensure that files are current, confidential, complete, and in compliance with company regulations and deadlines
- Ensured organizational compliance with EEO, DCF, Joint commission & OSHA regulations
- Assisted with planning and execution of special events such as benefits enrollment, department-wide meetings, employee recognition events, holiday parties, and retirement celebrations
- Maintained in-depth knowledge of legal requirements related to human resources, best practices, regulatory changes, talent management, and employment law
- Processed data entry & produces necessary reports for departmental leads

Human Resources Assistant

Heartland Hospice and Home Care - Plantation, FL

June 2018 to January 2019

- Provided support to over 500 employees in areas of the human resource department (i.e. Employee relations and benefit enrollment)
- Assisted with employee recruitment using HRIS system (MyStaffingPro)
- Processed, verified and maintained new hire I-9 documentation, employee licenses, employment verification, certifications & TB records
- Tracked completion of performance appraisals, performed terminations, distributed corrective actions & conducted exit interviews
- Deployed background/drug screening
- Maintained an organized work environment by assisting with space utilization, scheduling meetings, interviews, and HR events
- Processed data entry and produced necessary reports for departmental leads

Education

M.B.A in Business Management

Nova Southeastern University

August 2016 to June 2018

Bachelor of Science in Legal Studies

University of Central Florida

June 2011 to August 2015

Skills

- UltiPro
- Microsoft Office (5 years)
- Central Reach (Less than 1 year)
- Human Resources
- Employee Orientation
- Human Resources Management
- HRIS
- Microsoft Excel
- Microsoft Word
- Management
- Microsoft Powerpoint
- Conflict management
- ATS
- Talent acquisition

Assessments

HR: Compensation & benefits — Proficient

August 2021

Knowledge of compensation and benefits programs

Full results: [Proficient](#)

Recruiting — Proficient

January 2024

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Workplace safety — Proficient

May 2022

Using safe practices at work

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

January 2023

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Recruiting — Proficient

August 2021

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.

Kimberly Francis

MBA, SHRM-CP

Windsor, MO 65360

kimberlykfrancis81@gmail.com

+1 660 233 2257

Authorized to work in the US for any employer

Work Experience

Senior Human Resources Manager

HNI Healthcare - Austin, TX

March 2021 to Present

Partner with business leaders to manage culture and enhance employee experience.
Provide management coaching to build leadership capabilities to address and resolve employee issues.
Lead development and succession planning efforts to develop world-class talent and teams.
Manage and administer policies and procedures under the talent function of human resources.
Full cycle recruitment, performance management, employee relations.

Human Resources Manager

Legacy Touch - Lee's Summit, MO

2017 to March 2021

Design, plan and implement human resources functions to align programs and policies with strategic business goals. Advise senior leadership on compliance and employee engagement issues. Routinely assess progress, report outstanding issues to management, and recommend solutions. Deliver all compensation-related functions, including job reviews and analysis; job descriptions; salary recommendations, surveys, and range recommendations; and maintenance of the compensation budget.

- Led full-cycle recruiting process during a period of 30% growth; developed staffing policy to ensure equitable processes and quality hiring.
- Coached executives and management on benefits of enhanced employee engagement; implemented formal/informal engagement programs that resulted in a 10% reduction in voluntary and involuntary turnover in just one year.
- Researched and developed a new career ladder for three positions.
- Partnered with senior Leadership regarding long-term employee development and succession plans.
- Completed a review and overhaul of HR policies, providing structure and transparency for employees.

Intermediate Human Resources Specialist/Business Partner

Missouri Department of Transportation - Kansas City, MO

2015 to 2016

Served as an integral human resources business partner at MoDOT. Collaborated with leadership team to implement HR strategies, practices, processes and programs to support 600+ employees. Advised management regarding employee relations matters, policy interpretations and administration, and organizational strategy. Established short- and long-term recruitment needs and developed effective recruitment methods and strategies.

- Developed the 2016 Maintenance Worker hiring plan.

- Supported all Kansas City District employees with Leaves of Absence and Family and Medical Leave (FMLA) requests.
- Presented benefits information to new hires and assisted with enrollment.
- Supported maintenance and traffic group on a day-to-day basis, and as a strategic business partner.

Human Resources Recruiter

Interim Healthcare - Lenexa, KS

2012 to 2014

Addressed human resources needs of 300+ employees, including recruitment, onboarding, orientations, training, professional development and all related documentation.

- Participated in creation and presentation of training programs and plans, including safety, harassment, and equal employment opportunities (EEO).
- Processed all new hire paperwork, benefits and employee counseling paperwork, ensuring 100% compliance with various laws.

Human Resources Assistant/Human Resources Generalist/Human Resources Supervisor

Integrity Home Care - Independence, MO

2010 to 2012

Promoted from Assistant to Supervisor within eight months, managing human resources functions for 200+ personnel. Oversaw application of all applicable federal and state laws, and in-house policies, procedures, and guidelines to ensure uniform compliance.

- Conducted interviews, new hire orientations, and termination/exit interviews.
- Undertook periodic audits of personnel files to ensure accurate record keeping and ensure compliance with state regulations and company policy.
- Managed leaves of absence, including request, response and return to work.
- Created and led refresher training programs, including courses related to sexual harassment and safety.

Education

Master of Business Administration in Business Administration

Park University - Parkville, MO

2018

Bachelor of Science in Human Resource Management

Park University - Parkville, MO

2009

Skills

- Full-cycle Strategic Human Resources Planning
- Business Development Partners
- Talent Recruitment, Onboarding & Training
- Legal & Regulatory Compliance
- Employment Engagement Programs
- Corporate Culture Enhancement

- Benefits Administration
- Change Management
- Conflict Management
- Human Resources Management
- Office Management
- Strategic Planning
- Workers' Compensation
- Performance Management
- Management
- Talent Acquisition
- ATS
- Interviewing
- Senior Leadership
- Quality Assurance

Certifications and Licenses

SHRM Certified Professional

Present

KINNARI GIOVANNETTI

Mobile: (407) 949-4565
Orlando, Florida
kinnari@caymanblue.com

HUMAN RESOURCES PROFESSIONAL

Human resource professional with experience in delivering high quality results. Extensive background in HR generalist affairs, including payroll and leave administration, recruitment and retention, staff training and development, employee relations and mediation/conflict resolution, benefits and compensation, HR records management, HR policies development and compliance. Experience with both national and global organizations, from start-ups to large, multi-state companies.

HR CORE COMPETENCIES

- Training & Development
- Payroll & Benefits
- Recruiting & Onboarding
- Workplace Culture Development
- HRIS System Implementation & Management
- Project Management
- Leadership skills
- Employee Relations & Investigations
- Succession Planning & Budgeting
- Labor Law & Policy Creation

PROFESSIONAL EXPERIENCE

RxLive /Cardinal Health

3/2020 - Present

Sr. HR Generalist

- Process both the U.S. and global payrolls and handle all payroll matters for employees and contractors.
- Ensure the organization is in compliance with local, state and federal regulations.
- Handle all aspects of the benefits, including FSA reimbursements and various leaves (FMLA, STD, LTD, etc.)
- Create policies and procedures for both the U.S. and Global teams. Conduct manager training on the Progressive Discipline policy, PIP's etc. Create Employee Handbook for both U.S. and overseas divisions, ensure compliance.
- Handle projects such as succession planning, position descriptions and salary bands, state and local tax account set up, internal payroll audits, 401k transition/blackout period and recruiting initiatives (U.S. and overseas).
- Responsible for EEOC reporting, DOL audits, new HRIS system implementation and transition out of the PEO.
- Coordinate the annual performance review cycle, employee engagement surveys, on-going companywide training and development sessions, Open Enrollment and design the onboarding & offboarding processes.
- Handle all contract negotiations, as well as employee relations and disciplinary issues. Draft all forward facing company communications from HR to the organization. Work with C-suite to roll out new changes and initiatives.

KBHS Home Loans / Blackstone Group

4/2015 – 3/2020

HR - Training & Development

- Create all training material and oversee the LMS and recruiting software. Designed and implemented a continuous learning environment that included creation of training materials, forecasting future staffing & training needs, focusing on employee performance and employee feedback.
- Collaborated with leadership and conducted skill level assessments to identify gaps and created training courses to successfully close those gaps and increase profits and ensure adherence to guidelines and changes.
- Lead new talent acquisition and recruitment processes for two high volume offices across five states. Including sourcing strategies, talent recruitment, acquisition, interviewing, offer letters, salary negotiations and onboarding. Oversaw all off-boarding functions including termination letters and job placement help for laid off employees.
- Worked with leadership to create and implement a competitive compensation and bonus structure to retain and attract top talent. Research and generate compensation reports and assist with the quarterly budget.

KINNARI GIOVANNETTI

Sequential Brands Group

6/2010 – 4/2015

Human Resources Business Partner - Affiliate Brands Division

- Processed payroll for headquarters, satellite office and affiliate brand personnel. Handled all benefit enrollments and terminations, Open Enrollment process and FSA/HSA requests. Managed all aspects of the 401k plans.
- Responsible for all onboarding and offboarding functions, interviews, salary negotiations and exit interviews. Created the Employee Handbook, drafted policies and worked with legal team to ensure compliance.
- Managed and tracked the royalty payments for affiliate bands, worked closely with accounting department to ensure affiliate billing was accurate for employee expenses (payroll, benefits, etc.). Assist with reports and budget.
- Conducted both hard skills and soft skills training for managers and employees, including new HRIS systems training. Also involved in employee engagement activities, team building and employee surveys.
- Worked with leadership to create a strong, positive company culture which improved employee retention rates.

Affordable Mortgage Solutions

5/2007 - 6/2010

Human Resources Manager

- Learned to think strategically and creatively in a fast start-up environment. Recruited and hired a large staff in a short period of time. Created and conducted a detailed training plan for each department, to ensure that all new staff were fully trained and existing staff was up to date on policy and industry changes.
- Implemented and integrated the company's HRIS, thus dramatically improving efficiency of all HR functions.
- Processed payroll and oversaw the benefit plans. Handled all employee relations issues and customer issues.
- Restructured the bonus package to attract and retain top talent. Created all policies and procedures where none existed to ensure compliance with strict State and Federal laws. Handled all HR functions in the office.
- Attended job fairs, conventions and seminars and used networking and communication skills to recruit the top performing talent in the industry. Created a great company culture by providing excellent customer service, creating a cohesive, team-based environment along with a fun yet hardworking atmosphere in the office.

ACADEMIC QUALIFICATIONS / CERTIFICATIONS

B.S. in Accounting

University of Illinois at Chicago

ADP Payroll

Certificate

Rippling Payroll

Certificate

FMLA, ADA, HIPPA

Certificate

Employee Relations and Negotiation

Certificate

Lean Six Sigma – Green Belt

Certificate

PHR

Certificate 2024

SPHR

Certificate 2024

APPLIED SKILLS

ADP, Workday, Bamboo, Rippling, iSolved, Paycor, Paylocity, HiBob, Salesforce, NetSuite, Dynamics, Recruitree, Breezy, Monday, Confluence, Asana, Jira, Canva, Bonusly, Culture Amp, Slack, QuickBooks

Experience in SaaS organization, PEO environment, Project Management and working with C-Suite

Google Workspace and Microsoft Office – expert level with spreadsheets

KRISLIN CHERIAN

(914) 434-6674 | krislinkc@gmail.com

PROFESSIONAL SUMMARY

Confident, highly organized, detail-oriented human resources and customer service professional with excellent interpersonal skills and advanced hands-on experience in fast paced environments, customer service, leading teams, and serving people from diverse and multicultural backgrounds.

WORK EXPERIENCE

<u>Specialist, Background Investigations</u>	06/2022—Present
<u>Associate, Background Investigations</u>	4/2022—5/2022
<u>HR Generalist, Background Investigations (Contingent Talent)</u>	5/2021—3/2022

Charles Schwab; Westlake, TX

- Conduct thorough background checks for all Charles Schwab and TD Ameritrade external applicants.
- Review applications and verify that candidates have listed a complete 10-year employment and 5-year residence history; escalate to the candidate or background screening vendor for any potential edits.
- Verify any licenses/certifications that the candidate may possess, including financial, insurance, law, or professional licenses.
- Review candidates' Central Registration Depository (CRD) Snapshots to ensure that all financial licenses are current and there are no reportable events that would deter a candidate from being registered with the organization.
- Review candidates' criminal or credit events to ensure that they are not statutorily disqualifying and escalate to Compliance when necessary.
- Review candidate's fingerprint results and follow-up if additional information, such as court documents and narrative, is needed.
- Confirm candidate's drug screen results prior to completing the screening.
- Follow-up with candidates regarding any employment or education discrepancies and escalate them to the business for further review.
- Escalate all former terminations to the business for further review.
- Communicate with the Talent Advisor team regarding the status of candidates' background screening.

Human Resources Generalist

December 2021

Dallas Cowboys Football Club; Frisco, TX

- Facilitate the merger and acquisition of an energy and gas company into a sport franchise.
- Research new state laws and regulations that may be applicable.
- Transfer all new employees to internal HRIS.
- Distribute and explain benefit summary plans and perks to new employees.

Gap in Employment: Attend Law School, COVID, and Job Search

11/2019—4/2021

HR Representative

01/2018—11/2019

Dallas Cowboys Football Club; Frisco, TX

- Key resource to employees at all levels of the organization, coordinated critical HR data, information, and processes.
- Provided general coordination, guidance and administrative support to the Human Resources department and the clients we served.
- Served as a point of contact for employees, managers, candidates, and vendors with questions and provided information and assistance.

KRISLIN CHERIAN

(914) 434-6674 | krislinkc@gmail.com

- Reviewed employee and manager data changes in the HRIS system, evaluated impacts, approved/rejected requests, coordinated with department managers to submit any employee changes and terminations.
- Managed vendor payment processes, including analyzing data to determine payments, processing payments via check or wire transfer, coordinating supporting documentation, reconciling accounts, and confirming payments were made as requested. Responded to questions from accounting or from vendors as needed.
- Managed internship program, including meet and greet interviews, coordinating job advertisements with partner universities, all onboarding tasks, and keeping an updated record of current and past interns.
- Managed the new employee onboarding process, including administering new-hire paperwork via DocuSign, completing background checks, monitoring drug screen completion, setting up new hires in HRIS system, benefits enrollment, new hire orientation, and ensuring all new employees complete key training & policy acknowledgements.
- Facilitated open enrollment, assisted employees in all positions with benefits inquiries.
- Designed, prepared, and distributed regular and ad-hoc reporting, including but not limited to audit reports, diversity reports, weekly termination lists and monthly headcount reports. Reviewed data ensure accuracy and makes corrections as needed.
- Managed all associates on FMLA leave, including but not limited to providing all essential forms, submitting STD requests, placing employee on leave in HRIS system, coordinating with accounting, and designating employee leave.
- Completed all tasks of the HR Assistant.

HR Assistant (Contingent Talent)

09/2017—01/2018

Dallas Cowboys Football Club; Frisco, TX

- Updated HR related information on company intranet, tracked the contents of HR pages to ensure information is up to date, and made recommendations to improve site contents.
- Completed the unemployment process by evaluating cause for termination, responding to claims, and participating in unemployment hearings as needed. Completed job & Texas Workforce Commission verifications.
- Provided support to recruiting activities, including updating job advertisements in the Applicant Tracking System, scheduling interviews, conducting reference checks, screening resumes, monitoring background check completion, preparing pre-adverse action notifications and coordinating job fair activities.
- Coordinated the employee anniversary program, Cowboys Fit invoicing and key HR internal employee programs, including tracking information, postings/emails, and processing payments, running reports, and making data corrections as needed.
- Coordinated the processing of documents to properly file in Laserfiche data repository.
- Updated internal communications televisions with monthly Employee Spotlight, throwbacks, furry buddies, fun facts, and gathered results from company survey and brainstorm to create new graphics to share with employees.

Assistant Employee Leave Specialist (Contingent Talent)

8/2017—9/2017

Half Price Books; Dallas, TX

- Assisted all associates on FMLA leave, including but not limited to providing all essential forms, submitting STD requests, placing employee on leave in HRIS system, coordinating with accounting, etc.

Gap in Employment: Attend Graduate School and Relocation to Texas

8/2015—7/2017

KRISLIN CHERIAN

(914) 434-6674 | krislinkc@gmail.com

Operations/Human Resources Manager

09/2014—07/2015

Sports Authority; Elmsford, NY

- Managed a team of over 15 customer service associates and supervisors.
- Resolved all customer or employee dilemmas; facilitate all employee relations inquiries.
- Performed onboarding for all new associates and exit interviews for staff ending their tenure.
- Assisted all employees with benefits support, including facilitating open enrollment and leave management.
- Executed bi-weekly payroll for over 100 employees. Corrected all payroll variations.
- Conducted weekly audits per corporate procedure manual and worked closely with department liaisons to create increased efficiencies for audit-compliance: received an average 90% compliance on annual audits during Managerial tenure.
- Logged and filed incident reports according to OSHA standards.
- Led and organized monthly safety meetings.
- Supervised all vendors to assure that all tasks are performed to company standards. Generated facilities report if any equipment was inoperable.
- Verified cash deposits, deposits into company safe and all tills to minimize cash discrepancies.

Customer Service Supervisor

06/2013—09/2014

Sports Authority; Albany/Elmsford, NY

Customer Service Associate

02/2012—06/2013

Sports Authority; Albany/White Plains, NY

EDUCATION

Master of Business Administration, Clarkson University, Schenectady, NY

June 2017

Bachelor of Arts, State University of New York at Albany, Albany, NY

May 2014

Major: Economics; Minor: Business & French

ADDITIONAL SKILLS

- Software: MS Office Suite, Workday, iCIMS, DocuSign, CLEARSH, ExponentHR, SharePoint, Kronos Payroll Tool, other specialized HR and payroll software
- Languages: Fluent in English, Intermediate in Hindi/Urdu, Malayalam, and French
- Travel: Significant travel throughout Asia, Europe and the Middle East, and North America

KRISTEN CAMIZZI

Skilled HR professional with 10 years of progressive experience in full lifecycle employee operations and partnering with business executives to drive best practices. Extremely organized and thorough strategic partner and problem-solver. Created an HR department from the ground up and functions as a key resource for policy development, superior workforce management, and leading a wide range of HR initiatives and solutions. Communicates clearly and effectively while operating with a strong sense of urgency.

 camizzik@gmail.com

 (716) 289-4215

 Buffalo, NY

www.linkedin.com/in/kristen-c-bb86a826

EXPERIENCE

Insightly, 100% Remote — Human Resources Manager

April 2022 - October 2023

- Manage all HR functions for 150+ fully remote employees across 28 U.S. states and 4 Canada provinces
- Oversee HR Generalist, HR Specialist, and People Ops Coordinator while providing ongoing support, guidance, and performance feedback
- Develop and implement HR strategies and initiatives aligned with overall business strategy and the company's core values as it relates to current and future talent needs, retention and succession planning
- Identify opportunities to create or enhance HR-related initiatives such as DEIB, employee recognition, employee engagement, and company events for a fully remote team
- Regularly analyze trends in compensation and benefits to design and propose total rewards strategies to attract, retain and reward employees while balancing the company's financial interests
- Handle all requests for work accommodations, leaves of absence, immigration status and sponsorship, corrective action and PIPs, workplace investigations and workers' comp claims
- Partner with Senior Leaders to track progress on departmental goals, provide coaching and support, and assert accountability to help ensure goal attainment
- Own and manage all HR-related TPAs and vendor relationships
- Lead compliance efforts for annual SOC-2 audits

Insightly, 100% Remote — Human Resources Generalist

January 2022 - April 2022

- Promoted to Manager role within 3 short months by guiding decision-making, best practices, and insightful solutions
- Facilitated all pre-employment and new hire onboarding during a 36% total headcount increase
- Performed HR administrative tasks including but not limited to employee promotions, status changes, leaves of absence, benefits enrollment, performance, compliance, training, terminations, COBRA and off-boarding
- Identified HR gaps which led to the consolidation of both U.S. and Canada employees within one HRIS, increasing accuracy of company-wide employee data and streamlined reporting

HR SKILLS

HR Process & Policy Development
Total Rewards Strategies, Planning, Management & Administration
Performance Management
Employee Retention & Recruitment
Employee Relations with Leadership Coaching & Counseling
Organizational Compliance
Training & Development
Onboarding & Employee Experience

EDUCATION

Canisius University — Buffalo, NY
Bachelor of Science in Marketing

TECHNICAL

HRIS – Zenefits, ADP WFN, ADP TotalSource, Ultipro, Knit, Collage, ClearCare, RFO
ATS – Greenhouse, Jobvite, ADP TotalSource
Training & Compliance – E-Verify, HR Downloads, HelloHR, Everfi, WorkRamp, Skillsoft
Administrative / Miscellaneous – G-Suite, MS Office Suite, DropBox, DocuSign, Canva, SurveyMonkey, Expensify, Adobe Acrobat, JIRA

Steps Therapy, San Francisco, CA — Human Resources Generalist

April 2018 - October 2021

- Company's first HR hire, operating as a team of 1, with a focus on developing, designing and building out company policies and HR processes
- Worked closely with Executive Director and Clinical Management Team on workforce and strategic planning, organizational development, compliance, employee engagement and mission alignment
- Led full life cycle recruitment, onboarding, compliance, training, performance, benefits, payroll, workers' comp and off-boarding, involving 100+ employees within San Francisco and South San Francisco, California

M&T Bank, Buffalo, NY — Human Resources Representative

November 2017 - April 2018

- Responded to employee and manager inquiries pertaining to benefits (401K, ESPP, Pension, HSA, FSA, Medical, Dental, Vision, STD, LTD, Life, AD&D), payroll, and leaves of absence, involving 12,000+ company employees within 10+ states on the East Coast
- Worked closely with HRBPs on employee performance and coaching managers and Senior Leaders

Buffalo Olmsted Parks Conservancy, Buffalo, NY — HR Assistant

April 2016 - October 2017

- Led full life cycle recruitment, onboarding, compliance, training, performance, benefits, payroll, workers' comp and off-boarding, involving 75+ employees
- Accounts payable, accounts receivable, reconciliations, journal entry posting, financial statement preparation and reporting

Alcott HR (PEO), Williamsville, NY — HR Assistant

July 2014 - April 2016

- Coordinated pre-employment screenings for clients
- Conducted new hire orientations and employee trainings on-site and at client locations
- Assisted clients with training, compliance, performance, workers' comp, unemployment and off-boarding
- Collaborated with HR Specialists on internal HR projects, company and client employee handbook revisions, employment posters and job descriptions

Randstad, Williamsville, NY — Talent Acquisition Specialist / Account Manager

September 2013 - June 2014

- Handled all aspects of client management and new business development for branch's top 5 large accounts, including recruitment, selection, and management of employees
- Built and maintained strategic partnerships through an extensive and active understanding of the client's business, goals, processes and policies
- Led full life cycle recruitment and marketed talents' skills, knowledge and experience to appropriate clients



KYHEROH WILLIAMS

Kyheroh@icloud.com | (813) 263-3619 | Tampa, FL 33637

Summary

Results-driven Talent Acquisition Manager with a proven track record of enhancing recruitment processes and building high-performing teams. Expertise in improving systems for leadership talent acquisition, fostering diversity and inclusion, and maintaining stakeholder satisfaction. Skilled in full-cycle recruitment, training and development, and strategic planning. Adept at managing multiple projects and collaborating with stakeholders to achieve organizational goals.

Skills

- Talent acquisition in SAAS, education, tech, marketing, finance, sales, operations, start-up, medical, insurance, HR, PM, and CSM
- Location experience: US, UK, Australia, Canada
- Workday HRIS Certified
- Cross-functional people leader partnering
- Leadership development & training
- Employment and Labor Law
- Global Talent acquisition management
- Coaching and advising
- Sourcing, tracking, managing, ATS
- Conflict resolution & communication
- Diversity, Equity, and Inclusion
- Team building, motivation, and mentoring
- OFFOR method, Confluence, Microsoft Suites, Lever, Slack, CareerBuilder, LinkedIn, Indeed, ZipRecruiter
- Project Management, Development, and Lifecycle
- Data Analysis & employee relations
- FLSA, EEO, ADA, EOC, FMLA, CFRA, and workers comp

Experience

Acelero Inc.

Senior Executive Talent Acquisition Partner

01/2024 - Current

- Manage and coach a team of 12 on operational procedure to ensure they are equipped with the necessary skills and knowledge to perform their roles effectively.
- Improve talent acquisition systems and processes for leadership roles, including scorecards, FAQs, and timelines, through regular meetings with hiring managers/selection committees.
- Led executive level meetings focused on setting company objectives, resolving issues, and addressing opportunities.
- Collaborate with the Senior Director of Talent Acquisition to document and standardize tasks, ensuring templates/process guides are up to date for the Recruiting team.
- Track progress, success, and satisfaction through Workday and surveys, enhancing practices based on feedback.
- Manage full-cycle recruitment across functional areas, serving as a Subject Matter Expert in executive recruitment.
- Train hiring managers on interviewing techniques and use of scorecards for unbiased and efficient processes.
- Partner with HR team, hiring managers, and stakeholders to understand position needs, goals, and structural challenges, ensuring appropriate scope and design of positions.
- Design, coordinate, and manage interview panels and candidate experiences for equity.
- Conduct research for effective marketing and sourcing.

BrandWatch Technologies | Brighton,
England

Talent Acquisition Partner

07/2022 - 08/2023

- Build customized questions and screen candidates for fit and compliance.
- Manage social media content for management job profiles.
- Build a strong brand and value proposition to attract top talent.
- Utilize ATS (Workday) with accuracy, tracking candidates through onboarding.
- Led and supervised team project management plan with **15** global leaders and stakeholders.
- Virtual training presentations with **100** global participants present.
- Talent acquisition and collaboration in the **UK, Australia, US, and Canada**
- Liaised with the Global People Partner Director and the Global People Operations Director for common company growth goals.
- Managed internal hire reqs of up to 10 with the goal to hire 3 new hires within 30-45 days depending on business needs.
- Global talent acquisition for SAAS, tech, marketing, social media, sales, and customer success at intern, executive, VP, and C-Suite levels.
- Developed Talent Acquisition Roadmaps, DEI Programs, and created new hire retention plans and activities
- Trained management on interviewing, compensation, performance management, DEIB (Diversity, Equity, Inclusion, Belonging), social listening, and awareness issues.
- Created and updated organizational charts, employee handbooks, and performance evaluation forms.
- Hired employees, processed hiring-related paperwork, managed job boards, and managed the full cycle of the candidate experience
- Systems: Workday, Microsoft Suites, Confluence, Slack, Lever, Zoom

Clear Source (company closed) | Tampa, FL
Agency Talent Acquisition Lead

01/2022 - 06/2022

- Managing 15-20 reqs with the goal to hire 10 or more per month
- Performance management, conflict resolution, problem solving, team leadership
- Compensation, DEI, and leadership training
- Utilized and assisted with employment law guidance
- Sourcing, recruiting, hiring, salary negotiation, using applicant tracking software
- Managed and updated recruitment ATS (Jobvite) and CMS software
- Coaching, research, and marketing for various requisitions
- Managing hiring demands within the medical, healthcare, technical, sales, transportation, communication, marketing, start-ups, and financial industries

Ultimate Medical Academy | Tampa, FL
Career Advisor/Interviewer

06/2019 - 01/2022

- Ensure to meet budget for retention while building and maintaining rapport
- Collaborate with managers to lead team and company meetings teaching DEI, Human Resources, management and people, culture, and project management
- Assist with constructing quality resumes and cover letters while adapting to changes for various career paths in the medical field, tech, management, sales, health sciences, and financials field amongst many others
- Risk management and mediation
- Coordinating educational and team building exercises
- Use of company software: UltiPro, Interaction Desktop, Idash, CR Dashboard, Appointment Manager, Microsoft word, Microsoft Outlook, Microsoft Excel, Microsoft Access, and Zoho

People's Connect (Company closed) |
Orlando, FL

HR Consultant

10/2015 - 07/2018

- Manage reports of candidates' level of preparation, educational awareness of career market, resume completions, and student profile updates to assist with career objectives
- Maintained records of payroll forms, leave notifications, employee files, benefits information and workers' compensation files.
- Conducted employee hiring and exit interviews.
- 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.
- Coordinated support services and optimized communication between healthcare workers and patients
- Managed multiple program budgets and approved purchases for staff
- Executed effective decision-making ability that aligned with the company business strategy, mission, and vision
- Facilitated delivery of HR services by establishing and maintaining positive relationships with teams and leadership across organization.

Abercrombie & Fitch Co. | Monroe, LA

Manager of Recruiting and Training

09/2011 - 04/2015

- Training and development of **100** employees
- Sourcing and recruiting using social media, ATS, workshops, and on-campus networking
- Interview, hire, train, and onboard qualified candidates to fill open positions for **entry level to management**.
- Designed and executed talent acquisition strategies to enhance organization visibility in key recruiting markets.
- Investigated misconduct, mediated problems, and determined appropriate discipline for staff.
- Provided essential support to address individual HR needs of employees.
- Completed payroll processing from start to finish for up to **100** employees.
- Analyzed job descriptions and determined recruitment plan, timeline and advertising efforts to fill positions.
- Identified operational weaknesses to improve or innovate people, programs and processes.

Education and Training

Udemy

Certificate in Employment and Labor Law

07/2023

Google Coursera

Certification of Project Management

06/2022

- Completed Employment and Labor Law Certificate

Udemy | Monroe

Diversity, Equity, And Inclusion Certificate

05/2022

University of Louisiana At Monroe | Monroe, LA

Bachelor in Psychology

01/2012

Workday

Certification in Workday HRIS

References

References available upon request.

Latoya Williams

Casa Grande, AZ 85194

ell2630w@gmail.com

(303)862-2831

A seasoned Human Resource Manager with experience in comprehensive HR practices, specializing in talent acquisition, employee relations, and performance management. Proven track record of developing and implementing HR strategies that foster organizational growth and employee satisfaction. Adept at navigating complex labor laws and creating policies that promote a diverse and inclusive workplace. Strong Leadership skills with the ability to mentor and motivate HR teams to achieve business objectives and drive HR initiatives. Committed to leveraging data-driven insights for continuous improvement and strategic decision-making in HR processes.

Work Experience

Employee Experience Manager

Vensure Employer Solutions - Chandler, AZ

May 2023 to Present

- Lead and cultivate talent: Direct and nurture a diverse team of HR professionals, including associates and senior specialists, across in-person, hybrid, and remote work environments.
- Training development: Design and deliver educational programs tailored for the HR department and operational leadership.
- Regulatory Compliance and Investigations: Provide managerial supervision and authorization for ADA, FMLA, and personal leaves, as well as conduct and supervise investigations into employee relations matters.

Human Resources Generalist

Planned Parenthood Arizona - Phoenix, AZ

August 2022 to April 2023

- Oversaw leave programs: Oversaw and managed Family Medical Leave, Leaves of Absences, Accommodation requests, and workplace injury claims.
- Leadership collaboration: Collaborated with leadership to support departmental reorganizations, develop new job descriptions, and enhance performance management processes.
- Benefits and Engagement: Actively engaged in reviewing benefits plans, managing open enrollment, promoting wellness programs, and driving employee engagement initiatives.
- Grievance resolution: Assisted in the investigation and resolution of employee grievances and coordinated the response process for complaints.

HR Employee Relations

Comcast

July 2021 to August 2022

- Facilitated investigations alleging FMLA discrimination, LOA discrimination, and payroll discrepancies.
- Lead employee relations inquiries, address Comcast Listens feedback, and work in tandem with legal and compliance teams to determine subsequent action.
- Collaborate with operation leaders to drive results and align with corporate goals.

Digital Care Supervisor

May 2017 to August 2022

- Supervised a team of 15-18 individual contributors to drive results surrounding KPI's, DE&I, and integrity.
- Managed complex customer inquiries that required intervention beyond the team's expertise or decision-making power.
- Rated Outstanding at year end 2020.

**Previously held roles including NCOE Supervisor (Jun 2015 – May 2017), DOJ

Assistant Manager - Part Time

McCalisters Deli - Aurora, CO

September 2017 to August 2018

- Manage the back of house (kitchen) area and a staff of 15 employees.
- Assist with coverage, evaluating performance, and training.
- Train and develop shift leaders (supervisors) and new managers.

Education

Associate of the Arts in Human Resources Management

Ashworth College

Bachelor of the Arts in Communication Studies

Ashford University

Master of the Arts in Education with Technology

Ashford University

Skills

- DEIBJ
- Training and Development
- Performance Management
- Compensation
- Employee Relations
- HR Policies and Compliance
- Strategic HR Leadership
- Talent Acquisition
- Human Resources Management
- Conflict Management
- Management
- Employee Orientation
- Employee Evaluation
- ATS
- Interviewing

- Change Management
- Recruiting
- Kronos
- HR Sourcing
- HRIS
- Microsoft Excel
- Analysis skills
- Training & development
- LMS
- Leadership
- Workday
- Human resources
- Benefits administration
- Employment & labor law
- Customer service

Laura Noguera

laujn_r@hotmail.com

Homestead, FL

786-830-9991

EDUCATION

Universidad Católica Andrés Bello, Caracas, Estado Distrito Federal, Venezuela

Bachelor of Business Administration

July 2013

Major in Human Resources Management

EXPERIENCE

Signal Security, Miami, FL

September 2022 – Present

Director of Human Resources

- Identifying, evaluating, and solving hiring challenges as well as mediating and suggesting solutions to employee disputes
- Recruiting top talent to executive positions
- Interviewing potential candidates and making recommendations
- Compiling information about compensation and benefits packages based on market data
- Collaborates with Senior Leadership to understand the organization's goals and strategy related to staffing, recruiting, and retention
- Plans, leads, develops, coordinates, and implements policies, processes, training initiatives, and surveys to support the organization's human resources compliance and strategy needs
- Administers and oversees the administration of human resources 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
- Identifies staffing and recruiting needs; develops and executes best practices for hiring and talent management
- Conducts research and analysis of organizational trends including review of reports and metrics from the organization's human resource information system (HRIS) or talent management system
- Monitors and ensures the organization's compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews and modifies policies and practices to maintain compliance
- Maintains knowledge of trends, regulatory changes, and new technologies in human resources, talent management, and employment law; applies this knowledge to communicate changes in policy, practice, and resources to upper management
- Develops and implements departmental budget
- Facilitates professional development, training, and certification activities for HR staff

ISS Facility Services, Miami, FL

July 2022 – August 2022

Recruiter (Project assigned during temporary job)

- Worked closely with managers to gain a comprehensive understanding of the company's hiring needs for each position, and met competitive hiring goals and expectations
- Managed the full recruiting lifecycle across a variety of open roles by helping management find, hire, and retain quality talent
- Grew and fostered high-touch relationships with a database of qualified active and passive talent to pull from as new positions open up
- Continued to partner with recruiting team and senior managers to design, refine, and implement innovative recruiting strategies
- Stayed active with current with job boards, social networks, and platforms to find talent, and plan, create, and released job descriptions and announcements
- Sourced candidates using a variety of search methods to build a robust candidate pipeline
- Screened candidates by reviewing resumes, job applications, and performing phone screenings

- Took ownership of candidate experience by designing and managing it, developed job postings, job descriptions, and position requirements
- Performed reference checks as needed
- Facilitated the offer process by extending and negotiating employment terms
- Managed onboarding and new hire process
- Stayed abreast of recruiting trends and best practices
- Managed the overall interview, selection, and closing process
- Ensured all screening, hiring, and selection is done in accordance with employment laws and regulations

Seven LG, Miami, FL

June 2021 – June 2022

Corporate Recruiter

- Worked closely with hiring managers to define needs and structure the recruitment plan
- Crafted the company's talent acquisition strategy
- Managed all communication with candidates from the moment they apply until they are onboarded
- Sourced candidates on job boards, resume databases, professional networks and through referrals
- Interviewed candidates at various stages of the hiring process (phone screening calls, video interviews and in-person meetings)
- Oversaw internal and external communication to ensure our company maintains a positive reputation
- Experience with social media recruiting, created job postings on social media and job boards to attract applicants online
- Searched employment databases for past applicants and reach out to notify them of the opening and invite them to re-apply

Miccosukee Resort & Gaming, Miccosukee, FL

September 2019 – March 2020

Human Resources Coordinator

- Assisted with all internal and external HR related inquiries or requests
- Maintained hard copies of employees' records
- Assisted with performance management procedures
- Scheduled meetings, interviews, HR events and maintained agendas
- Performed orientations and updated records of new staff
- Produced and submitted reports on general HR activity

Comprehensive Health Services (CHS), Homestead, FL

January 2017 – January 2019

Youth Care Worker

- Provided direct supervision of children in care and always maintained line-of-sight
- Provided oversight during recreation, mealtime, relaxing time, and play time
- Assisted during transition and movement of children from one activity and location to the next one
- Interacted with children in an appropriate manner, including playing games during recreational time and support through general conversations, assisted with education and dined with children during meals

SKILLS

- Experience with administrative, organizational, and operational tasks geared towards service to employee staff
- Ability to work alone or in a group setting, as assigned
- Expertise in task completion within a given timeframe, always exceeding expectations
- Outstanding time management skills and excellent computer skills in multiple pertinent applications
- Comprehensive experience in Human Resources Management and Recruitment
- Problem-solving, communication and employee relation abilities
- Detailed and people oriented
- Bilingual in Spanish and English
- Experience with SAP

Links

<http://linkedin.com/in/laura-noguera-3430605a>

Laura E. Perez-Arias

(305) 713-3877 | laura.e.perezarias@gmail.com

EMPLOYMENT HISTORY

HR/Finance Administrator | Poplife Entertainment Group | 2023 – Present

- Supports the recruitment process by posting job openings, scheduling interviews, and maintaining candidate records; Coordinates new employee onboarding, including paperwork, orientations, and training programs
- Maintains accurate and up-to-date employee records in compliance with relevant regulations; Manages and updates HR databases and systems
- Supports benefits administration, including enrollment, claims resolution, and communication with employees; Assists employees with inquiries related to benefits and policies
- Provides support for the development of HR policies and procedures; Ensures employees are informed about and comply with company policies; Performs bookkeeping tasks, such as recording financial transactions and maintaining accurate financial records
- Assists in the preparation of financial reports, budgetary reports, and forecasts; Provides support in analyzing financial data

HR Generalist & Payroll Administrator | SMP Pharmacy | 2021 – 2023

- Reduced full-cycle payroll completion timeline by 50%; Collaborated with hiring managers to identify staffing needs and create job descriptions; Conducted full-cycle recruitment, including sourcing, screening, and interviewing candidates
- Managed the onboarding process for new hires; Implemented initiatives to enhance employee engagement, satisfaction, and retention; Conducted surveys and gathered feedback to assess the employee experience
- Acted as a mediator in employee conflicts and assisted in resolving workplace issues; Guided employees on HR policies
- Administered performance appraisal processes and provided support to managers; Assisted in the development of performance improvement plans; Identified training needs; Ensured compliance with labor laws and regulations

HR Generalist & Payroll Administrator | Mr. Greens Produce | 2020 – 2021

- Process full-cycle payroll for 350+ employees weekly including time off, leaves of absence, adjustments, severances, commissions, and bonuses
- Revitalized employee onboarding process to be entirely remote and reduced time to complete by 85%
- Administered compensation and benefit plans; Conducted employee onboarding and helped organize training and development initiatives; Promoted HR programs to create an efficient and conflict-free workplace
- Provided support to employees in various HR-related topics such as leaves and compensation and resolve any issues that may arise; Assisted in the development and implementation of human resource policies
- Gathered and analyzed data with useful HR metrics, like time to hire and employee turnover rates

HR & Accounts Payable Coordinator | Grazianos Group | 2019 – 2020

- Processed vendor invoices, ensuring accuracy and adherence to company policies; Coordinated with departments to obtain necessary approvals for payments
- Managed and processed employee expenses, verifying compliance with company policies; Reconciled corporate credit card statements and ensured timely payments
- Maintained relationships with vendors and resolved any billing discrepancies; Negotiated payment terms and discounts with suppliers when applicable
- Assisted in the preparation of financial reports related to accounts payable; Provided support in analyzing data and trends

HR Coordinator | Costex Tractor Parts | 2016 – 2019

- Developed and streamlined new hire orientation process, reducing total completion time by 50%; Planned and executed multiple company-wide events for 350+ employees
- Assisted with all internal and external HR-related inquiries or requests; Maintained employees' records
- Supported the recruitment process by identifying candidates, performing reference checks, and issuing employment contracts; Assist with performance management procedures
- Performed orientations and updated records of new staff; Produced and submitted reports on general HR activity; Assisted with payroll and ad-hoc HR projects

CORE COMPETENCIES

Payroll Administration | Accounting & Finance | Human Resources | Bookkeeping | Confidentiality | Project Management | Process Enhancement | Interpersonal Communication | Record Management | Vendor Payments | Strategic Planning | Team Collaboration

EDUCATION

Florida International University, Bachelor of Science: Hospitality Administration & East Asian Studies

TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Google Workspace, Adobe, ADP, Paycom

Languages: English & Spanish

LAURIE KARAKOLLUKCU, MSHRM, SHRM-CP

◆ RAHWAY,NJ (917) 499-7670 ◆ LAURIESOTO1@HOTMAIL.COM

PROFESSIONAL SUMMARY

Bilingual [Spanish/English] Sr. Human Resources Generalist with over fifteen years of experience managing employee benefits, compliance, employee hiring and onboarding, licensure tracking /renewals & maintaining confidential employee records. Skilled at building relationships with employees across all levels of a diverse organization. Proficient with HRIS, ATS & Benefits Management Systems. Experienced in various industries such as healthcare, technology and light industrial.

EDUCATION

Society of Human Resources SHRM-CP Certification		June 2016 - Active
Keller Graduate School of Management (DeVry University), Master - Human Resources Management	MIAMI, FL	December 2013
City College of the University of New York Bachelor - Interdisciplinary Arts & Sciences, Concentration: Human Services	NEW YORK, NY	May 2012

SKILLS/TECHNICAL EXPERTISE

- Bilingual: Fluent in English & Spanish
- HRIS, Time Keeping Systems & Recruitment: Ultimate Software (UltiPro), Paylocity, Ceridian Dayforce, Greenhouse
- Other Systems and Apps: Zoom, Teams, Slack, 15five, Microsoft Office Suite, Google Suite, Asana

PROFESSIONAL EXPERIENCE

ICON PARKING, LLC <i>HR MANAGER</i> <i>NEW YORK, NY</i>	SEPT 2022– ACTIVE
<ul style="list-style-type: none">• Counsel employees and/or managers regarding a variety of HR issues. Serve as an advocate to both employee and company regarding policies, employee performance, work environment and conflict issues.• Primary contact for receiving and investigating employee concerns. Conduct thorough and impartial investigations and determine solutions and/or necessary action. Work closely with Legal, and Business Partners to reduce legal risks and ensure regulatory compliance• Read situations quickly, actively listen, and settle disagreements and disputes equitably.• Provide guidance regarding disciplinary actions through coaching to leaders and employees to influence and drive outcome and change• Customer service to 1,000 team members, HR team of 1, over 100 parking locations• Unionized business, responsible for grievance, pension and welfare calculations and payments• Provided compliance updates to leadership regarding labor law changes in New York, New Jersey and Massachusetts• Responsible for corporate Open Enrollment• Improved culture, by having different team events and recognizing birthdays and anniversaries• Improved culture by recognizing team member's life events• Responsible for company payroll (1,000 team members)• FMLA, NYDBL, STD Administration• Improved HR's visibility via poster communication, videos and how-tos, including usage of the HRIS landing page/Hub (Ceridian Dayforce)• Worked closely with the Finance Department to work out payroll discrepancies and updates• Created budget proposal for team member engagement program• Responsible for internal communications and visuals (Canva)• Designed company newsletter as part of culture initiatives• Created Team Member Engagement Survey• Responsible for Workers Compensation and compliance	

BOWERY VALUATION REAL ESTATE SYSTEMS, LLC

Sr. HR Generalist
New York, NY (Remote, NJ)

Laurie Karakollukcu, MSHRM, SHRM-CP
Nov 2021 – Sept 2022

- Start-up environment with growth from 100-300 employees
- Provided compliance updates to leadership regarding labor law changes in all states
- Experience with transfer of employee data from PEO to new HRIS (Ceridian Dayforce)
- Experience with transfer of benefits data from temporary platform (EASE) to Ceridian Dayforce
- Conducted Open Enrollment, two weeks into the new role, with a deadline to transfer and validate all data for a 1/1/2022 live date, with a 1/15/2022 first payroll date
- Created the company's first employee handbook
- Created policies in partnership with the leadership team: Unpaid Leave of Absence, PIP, Corrective Actions, Green Card Sponsorship
- Created resources for offboarding employees such as separation letters, and established companywide communication standards regarding terminations
- Administered the company's ERG programs to promote diversity and inclusion
- Created a training program for new managers that guides them through the employee life cycle as it relates to corrective actions (written warnings, final warnings, PIPs, and termination communications)
- Worked hand in hand with Bowery's immigration partners to administer the needs of employees on H-1B, E-3, STEM OPT and H-1B1 visas
- Worked closely with the Finance Department to work out payroll discrepancies and updates
- FMLA, State, and Company Leave Administration
- Sourced and interviewed a new broker for benefits and 401k plans. Enriched the employee experience with new broker relationships
- Compliance such as SPD and Safe Harbor Notices, EEOC Reporting and EEOC case management (such as charges of discrimination, etc.)
- Responsible for the final sign off on proposed terminations to mitigate risk and exposure

IPKEYS TECHNOLOGIES, LLC

Sr. HR Specialist
Tinton Falls, NJ

FEB 2020 – Nov 2021

- Full-cycle implantation of Paylocity (HRIS) that includes benefits, onboarding, ACA, training, payroll, and performance modules. Introduced the company to processes automation such as electronic file feeds, SSO connections and integrations between different systems to increase cost effectiveness and administrative efficiency
- 401(k) administration & 5500 audits
- EEO Reporting & other regulatory compliance reporting
- Assist with company payroll for IPKeys Power Partners Inc. and parent company IPKeys Technologies LLC
- Review/submit Canadian payroll semi-monthly
- FMLA & NJ Paid Leave Administration
- COBRA administration, including compliance related to the American Rescue Plan of 2021
- HRIS reporting & HRIS management (Ceridian & Paylocity)
- Full-cycle onboarding & off-boarding
- Annual companywide notifications for compliance such as SPD and Safe Harbor Notices
- Benefits administration including HRIS Open Enrollment modifications, company wide Open Enrollment communications and training. Overseeing employee health plans: Medical, Dental, Vision, Group Term, Vol Life, STD, LTD, FSA, DCFSA, HSA, life events and other ancillary benefits
- Track and issue company stock option plan documents to employees
- Reconcile monthly/quarterly/annual invoices
- Stay up to date with labor law changes, restrictions, and regulations as it relates to the COVID-19 Pandemic and the 10 different states in which both IPKeys Technologies LLC & Power Partners Inc. operate in and communicate changes that may affect business to the leadership team
- Creation & implementation of policies including a NJ Travel Disclosure Policy for COVID-19
- In charge of The Wellness Committee. Responsible for increase in 2021 funds from \$4,500 to \$11,000 based on employee engagement and positive statistics from healthcare provider

ICON QUIK PARK

SR. HR GENERALIST

NEW YORK, NY

DEC 2018 – DEC 2019

- Support, consult & counsel frontline leadership in day-to-day management of employees and labor relations issues
- Support development and implementation of local strategic HR initiatives that support and enable business outcomes
- Lead and close internal workplace investigations and cases such as employee complaints, harassment, discrimination, etc. within one to two days. 60+ cases closed & resolved to date
- Partner with management in drafting and reviewing correcting action and performance improvement plans
- Participate in labor union meetings & grievances
- Support multi-cultural/language working environment
- HRIS reporting & HRIS management (Ceridian Dayforce)
- Partner with accounting and payroll to maintain employee/payroll database
- Customer Service to 2,000 Employees
- Support new hire transition by creating a positive new hire experience
- Company divestiture experience
- Benefits & Welfare management for corporate staff of 100 employees [401k, Medical, Dental, Vision, Ancillary benefits]
- Strategic HR solutions to evolve org design & effectiveness
- Performance Management
- Work with Accounts Payables, Receivables & Reconciliation

Liliana Valdez

Miami, FL 33132

lililovinglife@gmail.com

+1 305 924 7006

Highly experienced professional with over 10 years of expertise in human resources functions, recruiting, collections, billing, and payroll and management. Demonstrated ability to handle a wide range of HR responsibilities, employee relations, and compliance. Skilled in full-cycle recruitment, adept at identifying and attracting top talent. Extensive experience in managing collections and billing processes, ensuring accuracy and efficiency. Proficient in overseeing payroll operations, maintaining meticulous attention to detail and adherence to regulations. Known for versatility and a strong ability to adapt to various roles and industries, delivering excellence in each area. Committed to fostering organizational growth and operational efficiency through a comprehensive and diverse skill set.

Work Experience

Collections Specialist/Team Lead

Kaseya - Miami, FL

February 2022 to Present

- Managed a high-volume portfolio of 1,400 accounts, overseeing all aspects of the collections process.
- Reviewed, approved, and processed quotes and payments efficiently to ensure timely resolution of outstanding balances.
- Implemented account suspension measures and negotiated payment plans as necessary to facilitate debt recovery.
- Provided exceptional customer service by addressing inquiries and concerns with professionalism and tact.
- Prioritized collections efforts by managing tickets and regularly reviewing account aging reports.
- Utilized Zendesk, Salesforce, GetPaid, and NetSuite to streamline operations and enhance efficiency in collections processes.

Full Cycle Recruiter Manager

Amotec Inc - Miami, FL

November 2020 to Present

- Perform all operational duties for recruiting in Logistics, specializing in Import and Export.
- Build and maintain relationships with clients and employees to ensure effective communication and collaboration.
- Conduct A-Z E-verify processes to ensure compliance with legal requirements.
- Organize and facilitate team-building events on-site or off-site to foster a positive work environment and improve team morale.
- Lead the hiring, training, and coaching of recruiters to enhance their skills and performance.
- Manage collections processes as part of operational duties, ensuring timely payments and resolving any issues.
- Visit 2 to 3 clients per week to address recruitment needs, strengthen partnerships, and gather feedback.

- Prepare and submit weekly reports to track recruitment activities, monitor progress, and analyze performance metrics.

Human Resources Coordinator

Boeing - Miami, FL

March 2018 to July 2020

- Specialized in recruiting for all positions within the Supply Chain function.
- Developed and maintained relationships with Business Unit and Service Line hiring managers and HR leaders.
- Identified candidates through various sources, including employee referrals, social networking sites (e.g., LinkedIn), alumni networks, internal transfers, and agencies.
- Executed hiring plans based on business strategy in consultation with business and recruiting leaders.
- Utilized Boeing's recruitment tools and processes to execute workflow efficiently.
- Created positions in the system and managed the approval process until final closure.
- Provided weekly updates to hiring managers, offering an overview of the market and the exact status of ongoing searches.

Recruiting & Operations Manager

Alliance Solutions

September 2011 to December 2017

- Oversaw all operations activities, including service & support and collections across all branches.
- Led recruitment efforts, supervising 3 Recruiting Specialists to ensure job orders were filled promptly and candidate databases were updated.
- Managed the recruitment of over 1,000 temporary staff members.
- Implemented Textedly system for faster job order fulfillment.
- Developed exit interviews to enhance employee retention and reduce turnover.
- Collaborated with operations team to analyze customer feedback and resolve issues promptly.
- Ensured timely invoicing and payment collection with net terms.
- Successfully resolved complex customer issues and complaints to maintain high satisfaction levels.

Accounts Receivable Clerk

Florida Rock industries

April 2005 to August 2010

- Processed invoices indicating total items for projects and their associated costs.
- Conducted data entry tasks to support billing personnel in maintaining accurate records.
- Traced and applied charges to customer accounts in accordance with billing procedures.
- Prepared corrected bills to rectify errors and ensure accurate billing information.
- Investigated and traced payments of bills under scrutiny by the collection department.
- Applied credits, generated daily reports, and facilitated the release of daily billing documents.
- Effectively communicated with internal and external stakeholders, including decision-makers, to address billing inquiries and resolve issues.

Education

HIGH SCHOOL DIPLOMA

SOUTH MIAMI HIGH SCHOOL

Skills

- Full cycle recruiting (10+ years)
- Payroll management (10+ years)
- Employee relations (10+ years)
- Collection management (10+ years)
- Relationship building (10+ years)
- Process improvement (10+ years)
- Accounts receivable (10+ years)
- Employee orientation (10+ years)
- Team management (10+ years)
- Negotiation (10+ years)
- Events management (10+ years)
- Communication skills
- Customer service
- Time management
- Organizational skills
- Microsoft Word

Languages

- English - Fluent
- Spanish - Fluent

Certifications and Licenses

Professional In Human Resources

Additional Information

Technical Skills

ERP and Financial Software

- Oracle
- NetSuite
- GetPaid

CRM and Recruitment Platforms

- Salesforce
- Bullhorn
- SuccessFactors
- BambooHR

Office Suite

- Microsoft Excel

HR and Onboarding Processes

- Onboarding
- I-9 Verification

Other Tools and Systems

- SAP
- Zendesk

Lindsey Schiller

Tampa, FL | 941-626-9581 | lindsey.schiller18@gmail.com | linkedin.com/in/lindseyschiller

Work Experience

Driven Brands, Inc.

HR Operations Specialist

January 2023 – May 2024

- Created Standard Operating Procedures (SOPs) for 50+ HR processes
- Responded to 20+ inquiries in ServiceNow daily as a Tier 2 representative to assist managers, employees, and HR team with Workday related inquiries such as troubleshooting job change transactions, creating new shop locations, and Payroll/Benefits inquiries
- Conducted 20+ audits daily and weekly in Workday to ensure data integrity
- Trained HR team on new processes that were created and documented
- Managed HR team projects including a guide for ServiceNow inquiries and a form to track audits

CAE USA

HR Project Analyst

November 2021 – January 2023

- Facilitated continuous improvement initiatives that supported the entire employee life cycle
- Created project plans to establish milestones and deliverables from initiation to launch
- Designed process workflows using Visio
- Managed data in Workday to ensure compliance with state, local, and federal laws
- Worked with HR Business Partners and utilized Microsoft tools to update and streamline processes, policies, and procedures such as progressive discipline and tuition reimbursement
- Hosted trainings for process launches for HR team such as the process for recouping funds from terminated employees
- Managed HR projects such as the mapping of job profiles to ensure alignment within supervisory organizations and employee compensation
- Reviewed and responded to SOX Audit requests, HR inquiries, and data/reporting requests

Recruiting Coordinator

July 2019 – October 2021

- Oversaw the new hire onboarding process with candidates and hiring managers
- Administered pre-employment drug testing and initiated background investigations
- Coordinated and scheduled candidate interviews with hiring manager and hiring teams
- Managed relationship with security team to complete security clearance requests for new hires and ensured compliance for background investigations
- Enhanced processes for the recruiting team including a new interview evaluation form, an updated onboarding process, and a new hire checklist
- Recruited and hired 91 employees with 84% offer acceptance
- Sourced qualified candidates on various job boards for high priority openings

TEKsystems

Technical Recruiter

June 2018 – June 2019

- Transformed prospective candidates into active placements, driving increased revenue to area sales and client development
- Built and maintained relationships with IT professionals in the local market
- Partnered with sales support to identify top accounts and targeted skill sets

Publix Supermarkets
Cashier/Front Service Clerk

June 2012 – May 2018

- Provided premier customer service to every customer
- Handled cash and developed understanding of coupon policy

GTE Financial
Marketing – Graphic Design Intern

May 2017 – August 2017

- Led strategic campaign and web development initiatives to increase marketing efforts
- Designed digital and print pieces using Adobe Photoshop, InDesign, and Illustrator
- Collaborated with three other interns to develop a new home loan initiative for the credit union

PGT Custom Windows and Doors
Marketing Communications Intern

May 2016 – August 2016

- Managed collateral, website development, and social media presence to increase visibility for PGT's product offerings
- Established brand consistency across all collateral and online platforms

Museum of Science and Industry (MOSI)
Marketing Intern

January 2015 – April 2015

- Planned events to promote MOSI's new IMAX movie premiere
- Conducted market research to increase event attendance

Certifications/Awards

- Workplace Mental Health Ally, *SHRM*
- Getting Talent Back to Work, *SHRM*
- Veterans at Work, *SHRM*
- Employing Abilities at Work, *SHRM*
- Essentials of Diversity, Equity, and Inclusion, *USF*
- Best Recruiter by Job Seekers, *Cleared Jobs Net Career Fair*
- USF MUMA College of Business 25 Under 25 Recipient, *USF*

Technical Skills
Workday ATS, ServiceNow, Visio, Screenpresso, SharePoint, LinkedIn Recruiter, Microsoft Office

Education

Master of Science in Management, Human Resources Concentration

Graduate Certificate in Project Management

University of South Florida

Bachelor of Science in Marketing and Management

University of South Florida

May 2022

May 2018

LIZABETH GEHRKE

<https://www.linkedin.com/in/lizabeth-gehrke> 305.753.3619

Lizabeth.w.gehrke@gmail.com

SENIOR HUMAN RESOURCES LEADER

Strategic, solutions focused professional with broad experience implementing a variety of HR programs that contribute toward employee development and productivity. Trusted business partner, recognized for ability to establish and sustain positive relations across multi-cultural groups, while developing and implementing programs that align individual and corporate objectives towards achievement of organizational goals. Well versed in organizational transformation, deployment of business strategies and implementation of business models. Other areas of strength include:

- Employee Relations/Benefits Admin
- HRIS/Payroll/Compensation
- Regulatory Compliance with SOX
- Leadership coaching/Conflict Management
- Mergers and Acquisitions
- Talent Acquisition & Development

PROFESSIONAL EXPERIENCE

MEMORIAL HOSPITAL SYSTEMS – Employee Relations Partner – 2023-March 2024

- Consult and provide advice, counsel and resolution to employees and managers on a broad range of employee relations matters, including policy interpretation and application, conflict resolution, performance management, progressive discipline, grievance, and termination processes and practices.
- Lead thorough and timely investigations in a manner that respects all concerned while balancing business needs. Documents and communicates recommendations and outcomes as appropriate.
- Reviews and analyzes system-wide employee and operational statistics on HR compliance-related concerns, complaint investigations, grievances, external charges, compliance calls, turnover, and employee engagement to identify trends and areas of potential escalation, and recommends interventions, as appropriate.
- Meets regularly with local HR team to advise of recent employee relations matters and review facility specific analytics. Recognizes patterns and anticipates employee-related issues; Develops, recommends, and initiates appropriate steps for resolution in accordance with policies and procedures.
- Manages employee grievance process, from initiation to closure, including communication, documentation, and tracking.
- Manages employee relations including ADA, FLMA, USSERA processes and interactive conversations.

AMGEN INC. via SPECTRAFORCE – Remote Contractor from 7 months – Completed Assignment

American multinational biopharmaceutical and one of the world's largest independent biotechnology companies.

External Worker Relations Manager – June 2021 – December 2021

Consulted and supported the External Worker Relations Team through handling issues, documentation, process, and internal training.

- Handled External Worker Relations issues from intake to resolution while working with Staff Relations, Legal, Occupational Health, External Worker Center, and Engagement Managers. Acts as a liaison between the business, External Workforce Center staff and suppliers.
- Developed the External Worker Relations process and procedures ensuring the exercising of good judgement, by providing advise and guidance to managers on serious/complex issues.
- Designed a metric system to track all External Workers Business Contact Hotline and internal issues.
- Developed training “How to Handle Staff Relations issues” for the HR Business and Sr. Lead Managers to enhance skills and knowledge to independently have the expertise confidently to handle these issues.
- Handled the External Worker COVID-19 Accommodation’s process. Interaction with Staff Relations, Legal and Engagement managers during this process.

AMERANT BANK (FORMALLY KNOWN AS MERCANTIL & COMMERCEBANK) – Miami, FL

\$8B international bank with 24 branches in South Florida, New York, and Texas.

Human Resources Administration & Employee Relations Manager (2010 – 2020)

Led and supported day today HR functions from employee relations, strategic planning, compliance, benefits administration, HRIS and payroll to grievance resolution. Direct reports 10.

- Strategic business partner to senior management on key organizational and management issues. Ascertained staffing needs, identified internal candidates for promotion and developed recruitment strategy for new hires, resulting in promotions from within and highly qualified new hires.
- Investigated employees' complaints, maintained open line of communication with legal team, served as internal mediator and resolved most issues without legal intervention.
- Established administration of human resources programs and strategies placing employees at center to enhance HR performance and customer service.
- Point of Contact for three Mergers and Acquisitions through due diligence and integration process and procedures.
- Oversaw HR relations and process logistics for staff terminations, retirements, resignations, and workforce reductions including development and administration of:
 - Two Voluntary Separation programs in 2017 and 2019, with combined acceptance of 90% and reduction in workforce of 90 employees.
 - Reduction in workforce policy for an additional 75 employees, 2018 – 2019.
 - Achieved both with minimal work disruption and no legal cases. Recognized by senior management and employees alike for efficient and fair management of these processes.
- Persuaded senior management to redesign self-funded medical and dental plans, which resulted in \$1.3M savings between 2017 and 2019, and 40% increase in employee contribution to plans.
- Evaluated, recommend, and implemented merging 5 separate HRIS systems into to 2, which optimized process and resulted in \$600K savings.
- Developed training material to educate management teams on 360 process, which improved performance evaluations accuracy and feedback between managers and employees.

Human Resources Administration Manager (2002 – 2010)

Led and supported HR functions including benefits, payroll, HRIS, compliance, audits, and business continuity disciplines for up to 1,000 employees.

- Collaborated with HR team to redesign performance appraisal system from 180 to 360-degree system.
- Updated and implemented performance appraisal system that focused on core competencies for each job category and level of positions.
- Prepared Affirmative Action Plan and developed strategies to enhance employee base diversity, including internship programs, which increased job opportunities for underutilized groups by 20%. Reviewed and analyzed EEOC claims, worked closely with legal team throughout process.
- Organized and managed Business Continuity / Emergency Response system to assist employees following natural disasters like hurricanes, including financial assistance, transportation and lodging if needed. Praised by senior management and employees for this endeavor, which continues to assist employees to date.
- Developed compensation strategies for new hires by ensuring equity across organization and external competitiveness.
- Created and implemented talent acquisition strategies including sourcing, attracting, selecting, interviewing, and onboarding for new hires.
- Developed and implemented targeted metrics; analyzed, measured, and reported findings relative to business impact.

- Managed conversion from Ultimate Software (USG) DOS payroll system to Windows for 1000 employees, with minimal work disruption. Implemented USG self and managed service, compensation, and benefits enrollment models.

EDUCATION & TECHNICAL SKILLS

Bachelor of Arts Hospitality Management
Florida International University, Miami, FL

HR Generalist certification SHRM
HR Manager Training & Development Certification
Just Culture Certification
Microsoft Word, Excel, PowerPoint,
UKG Ultimate Software, Kronos, Workday
Lawson, Predictive Index, Cornerstone, BVS

PROFESSIONAL AFFILIATIONS

Society of Human Resources Management (SHRM)

Maribel Montanez

Deltona, FL 32738

maribelmontanez1@gmail.com

407-538-2921

- Bilingual (English/ Spanish) with more than 10 years' successful experience in management and administration service with recognized strengths in account maintenance, problem-solving and troubleshooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first place.

Work Experience

Human Resource Generalist

FCS Facility Services

March 2023 to March 2024

Scheduling associates

Creating SOPs

Creating legal documentation for the company

Recruiting, 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 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, FMLA, LOA, 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, creating an attrition file, performs other duties as assigned and translating documents for the CEO and the Human Resource department.

Human Resources Generalist

The Father's Table

December 2021 to December 2022

Scheduling a staff of 900 associates

Enroll associates in FMLA, and follow ups as directed by law

Workman Comp claims and incident reports

Creating eLearning for Alchemy for Continuing Education

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.

Creating SOP's to better the process and procedures of the company

Created safety and orientation video's, and quizzes for onboarding

Accident investigations

Assist the associates on Benefits, like vision, dental, Medical STD, and other benefits given by the company.

Benefits Coordinator

Boulevard Tire Center - DeLand, FL

May 2019 to August 2021

Created the "Workplace Safety Protocol COVID-19 that has been implemented for the whole company. Got Boulevard Tire in compliance with the Health department of GA and Orlando within 24 hours Created the "State of Georgia COVID - 19 Procedure for infected and exposed Employee Protocol" for Boulevard Tire. This has been used throughout the whole company. • Found a way to get test results in 4 to 5 days than waiting 10 to 11 days, by using CVS and making the appointments for the employees. This saved the company money as Boulevard Tire partnership with ADVENT Health was going to be \$200.00 per test. • Implementing Infection control to contain the spread of COVID-19 by assisting the Manager on what steps to take and investigating where the infection originated from. • Giving emotional and moral support to the infected employees in quarantine on behalf of Boulevard Tire. This gives me the opening to get the information and the status of each case and gives comfort to the employee. While giving moral support to the employee and their families, I get the information needed to complete my reports and give the employee a positive relief that they are working for a company that cares. • Review and managed the Benefit Bills

- Fight on the behalf of the employees on STD and LTD
- Verifying that the doctor's notes are valid and inform the manager if the employee can return to work or not
- If an employee cannot return in full capacity, I keep them on STD until they send me an authorization form that indicates they can return in full capacity.
- Process the monthly new employment benefits enrollment
- Assisted employees with Benefits
- Enroll employees into benefits during the yearly open enrollment
- Handled all COBRA
- Handled WC, ADA, 401K, and FMLA

- Translated the benefit packets for Open enrollment
- Translated the letters and announcement for the CEO, COO, CFO, and HR Manager.

Operations Manager / HR/ Finance Manager/ Head

Castillo Engineering Services - Longwood, FL

April 2018 to November 2018

Managing a staff of 20, Training Staff on rules and regulations, Creating Employee Handbook, hosting orientations, Record keeping of staff, termination of employment, recruiting of new Staff, managing quarterly employee performance evaluations, Account Receivable, Account Payable, and Collections. Business Management, Budgeting, Credentialing Engineers to acquire other State licenses and keeping up with their continuing education.

Operations Manager / HR/ Finance Manager/ Head

Vesta Teleradiology - Lake Mary, FL

December 2016 to April 2018

Managing a staff of 50, Reconciliation of accounts, Invoicing, Managing Radiologist, retaining and managing accounts with facilities and hospitals. Informing facilities of critical finding in reports, credentialing Doctors to acquire State Licenses in other states. Record keeping of staff, termination of employment, recruiting of new Staff, On-boarding of Radiologist, Implication of Federal and State regulations, and Account Receivable, and dealt with the EEOC and OSHA, Payable and Collections. I collected over 1 Million Dollars, in less than 6 months.

Accounting Specialist

HotelsPro Americas - Lake Mary, FL

May 2016 to January 2017

Responsible for billing, follow-up and payment collection of over 100 Credit Accounts of the Americas territory on a weekly, bi-weekly, and monthly basis at a B2B level.
Payment entries, identification and allocations formed part of daily procedures
Conduct account reconciliations and audits to identify discrepancies and/or duplicity in payments from our customers. Elaborate monthly reports based on outstanding and bad debt accounts for periods over 30 days and over while offering customers payment plans to guarantee payment collections

Sales Assistant

Entravision Communications " Univision, UniMas - Altamonte - Springs, Gauteng

January 2014 to December 2014

Work with 9 sales professionals covering central Florida (Volusia, Seminole, Orange, Osceola County), responsible for more than 200 individual and corporate accounts.
Support sales reps in opening new accounts and upgrading existing service. Quickly and effectively solve customer challenges.
Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service, and new business.
Assisting with promotions and event planning.
Filings, and maintain/update accurate inventories, revenue report, and pacing reports.

International Account / E-Media Sales

Davison Publishing - Maitland, FL

January 2010 to December 2014

Executing new trade / barter agreements with organizations and vendors.

Renewing contracts with companies

Ascertain new business for our corporation

Contrive and maintain accounts with multi-million dollar companies

Sales Manager for E-Media and Marketing

Assisting other Account Manager to acquiring new business leads

Assist with overseeing account payable and receivables

National travels, organizing events to present our product throughout the United State Collections

Department Operation Manager / Human Resource

Gracious Age Assisted Living - Sanford, FL

January 2006 to December 2010

- Planning and executing the budget for all departments
- Purchasing equipment for the business
- Creating an emergency plan
- Basic Human Resource functions
- Hiring employees
- Running background check on potential employees
- Training new employees in Florida state laws and regulations, required by Elder Affairs and AHCA.
- Assisting in creating an employee handbook
- Termination of employment
- Set up activities for our residents
- Managing quarterly employee performance evaluations
- Implementing Company guidelines

Business Operation Manager / HR

Silcon, Inc. - Miami, FL

January 2000 to December 2006

- Processing all account payables and receivables
- Reconcile bank balances and record general ledger entries
- Scheduling of shipments to port and airport through freight carriers • Preparations of legal documents, for import / export of goods to and from the Europe, South America and the United States.
- Record keeping for expense reports, payroll, employment records, and revenue reports. • Managing, hiring, and termination of employment
- Managing the accounting department, financial operations, budgeting, general ledger, audit, credit and collections, and overseeing basic HR function
- Managing quarterly employee performance evaluations.
- OSHA and EEOC

Education

Certificate

Seminole State College - Lake Mary, FL

Certificate

University of South Florida - Tampa, FL

Skills

- Bamboo HR
- PeopleSoft
- and Alchemy.
- Nielsen
- FMLA
- Workforce
- Workday
- PeopleSoft
- Strong knowledge of State and Federal employment Laws
- QuickBooks
- FLSA
- Wide Orbit Media program
- ADP
- NetSuite
- Microsoft PowerPoint
- Microsoft Word
- POA
- APD
- OSI
- Google Docs
- 401K
- ADA
- ISOLVE Software
- Kronos UKG
- General Ledger Accounting
- General Ledger Reconciliation
- Accounts Receivable
- Employee Orientation
- Recruiting
- Forecasting

- Learning Technology
- Interviewing
- Budgeting
- Oracle
- Talent Management
- Accounts Payable
- Account Reconciliation
- HRIS
- Microsoft Office
- Organizational skills
- Microsoft Powerpoint

Certifications and Licenses

Certified Notary Public

Assessments

Basic computer skills — Proficient

March 2024

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

Attention to detail — Proficient

August 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Recruiting — Proficient

October 2021

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Proficient

October 2021

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

November 2021

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Recruiting — Proficient

October 2022

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

HR: Compensation & benefits — Proficient

October 2021

Knowledge of compensation and benefits programs

Full results: [Proficient](#)

Administrative support professional fit — Proficient

August 2021

Measures the traits that are important for successful administrative support professionals

Full results: [Proficient](#)

Work style: Professionalism — Proficient

May 2021

Tendency to be accountable, professional, open to feedback, and act with integrity at work

Full results: [Proficient](#)

Data entry: Attention to detail — Proficient

November 2021

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

Workplace safety — Proficient

May 2021

Using safe practices at work

Full results: [Proficient](#)

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

Marilyn Chacon
Lake in the Hills, IL
Phone: (630) 504-9742
Email: Marilyn.Chacon@icloud.com

SUMMARY OF SKILLS & QUALIFICATIONS

Avid bi-lingual professional with over 20 years of experience in a fast-paced Human Resource department in a manufacturing setting. Incomparable ability to prioritize and carry out multiple HR projects and deadlines concurrently. Unmatchable organizational, time management and interpersonal skills. Proficient in administering corporate HR initiatives, providing a broad level of counseling on recruitment, employee relations, retention and training programs and handling complex situations with professionalism and confidentiality. Expert knowledge of local, state, district and country laws influencing personnel actions.

Experience includes, but not limited to:

- Unemployment Compensation Hearings
- Employee Relations
- HRIS Maintenance/Time and Attendance (ADP/Ceridian/PayChex/Paylocity)
- Recruitment
- Payroll
- Benefits Administration
- Equal Employment Opportunity Compliance
- Policy Development
- ADA Compliance
- Audit/Compliance
- Insurance Billing
- Terminations
- COBRA
- Audits
- Training and Development

EMPLOYMENT EXPERIENCE

TC Industries, Crystal Lake, IL

June 2014- Present

Senior Human Resource Generalist

- Model the right behavior in terms of initiative, compliance, moral character (honor, integrity and courage) and work ethic to create teamwork and mutual respect amongst employees.
- Build team spirit, pride and camaraderie within team.
- Promote safety, environmental responsibility and continuous quality improvement in accordance with company policies.
- Complies with all the policies and procedures set forth in the Company Handbook.
- Support management in areas such as employee relations, performance management, retention, development, engagement, change management, conflict management and legal compliance.
- Administer all employee benefit programs; develop/recommend new programs, assists with benefit budget preparation and developing and updating plan documents.
- Manage eligibility, approvals and certifications for FMLA and disability.
- Monitor current employee benefit programs to ensure plans are meeting company objectives and employee needs and take corrective actions as necessary.
- Develop and coordinate employee wellness programs.
- Develop human resources solutions by collecting and analyzing information and recommending courses of improvement.
- Ensure compliance with prevailing Federal and State employment, labor and ERISA laws.
- Analysis of new or existing positions requiring change; including position evaluation, compensation and writing job descriptions.
- Coordinate community goodwill and employee recognition programs such as United Way campaign, retirement gifts, service awards, quarter century club, picnics and holiday certificates.
- Coordinate the creation of the quarterly company newsletter.
- Act as a backup for the Payroll Administrator.
- Performs other duties and responsibilities as apparent and/or assigned.

Quad Graphics (Formerly Brown Printing Company, Woodstock, IL)**July 2010- June 2014****Human Resource Generalist**

- Administers company policies and procedures and reviews consistent application of these policies throughout the site.
- Conducts investigations into all initial employee relations issues and concerns. Makes recommendations to Human Resources Manager for resolution of employee relations issues and concerns.
- Administers and oversees the site recruitment for all site positions and works with business area leadership teams to coordinate staffing needs and requirements.
- Manages and oversees the on boarding and exiting processes for all site employees.
- Administers all human resource programs such as tuition reimbursement, service award program, and other programs as assigned.
- Administers, tracks, and provides analysis for all employee survey and employee reporting requests to Human Resources Management and Business Area Leadership teams.
- Conducts orientation for all new employees.
- Provides support to Business Area Leadership teams in administering, planning and delivering all performance evaluations.
- Acts as a liaison between employees, Shared Services and Payroll group to ensure the adequate service and response to employees' shared services and payroll needs.
- Coordinates and assists Human Resource Manager with the integration of all human resource and company initiatives.
- Coordinates with Shared Services group and Payroll group to provide any requested information or to assist in coordination of information to employees regarding these services.
- Assists Human Resources Manager with design, implementation and delivery of training to all site employees as needed.
- Maintains and coordinates with Shared Services any HRIS needs and requirements for the site.
- Maintains compliance with all federal and state regulations concerning employment.
- Works efficiently with individuals from remote sites and/or virtual teams.

LTD Commodities, Bannockburn, IL**October 2009- June 2010****Human Resource Generalist**

- Conducted new employee orientation seminars; train staff members on new and revised policies, procedures and systems. Develop all related training materials and continue training as needed.
- Coach and counsel supervisors at all levels regarding various policies and procedures, including attendance, leave of absence, and misconduct. Recommend appropriate disciplinary action(s) in compliance with rules, regulations, and changes in policies.
- Advise and counsel employees at all levels regarding employee benefits, including health and life insurance and vacation and leave benefits (FMLA provisions, retirement plans, and deferred compensation plans).
- Maintain and update Human Resources Information System (HRIS) and verify accuracy. Interface with Information Technology as to needed updates to HRIS and payroll/attendance system.
- Recruit, screen, and conduct interviews for non-exempt and exempt positions. Coordinate creative recruitment activities, including Internet search, participation at job and career fairs, college recruitment, and community networking.

Nation Pizza Products, Schaumburg, IL**November 2000 – April 2009****Human Resources Coordinator/Assist. Manager (Promotion), 2006 – 2009**

In addition to the Generalist responsibilities listed below..

- Maintain insurance reports and verify accuracy for Accounting submittal
- Involvement in several audits conducted throughout the year (i.e. 401K, payroll, I-9, AAP, etc.) to ensure compliance
- Developed a turnover report to advise management of all levels for development and/or improvement of departments
- Completed several surveys conducted to keep our company at pace with surrounding companies
- Assist Director of Human Resources in developing special projects
- Much more....

Human Resource Generalist, 2000 – 2006

- Conducted new employee orientation seminars; train staff members on new and revised policies, procedures and systems. Develop all related training materials and continue training as needed.
- Coach and counsel supervisors at all levels regarding various policies and procedures, including attendance, leave of absence, and misconduct. Recommend appropriate disciplinary action(s) in compliance with rules, regulations, and changes in policies.

- Advise and counsel employees at all levels regarding employee benefits, including health and life insurance and vacation and leave benefits (FMLA provisions, retirement plans, and deferred compensation plans).
- Maintain and update Human Resources Information System (HRIS) and verify accuracy. Interface with Information Technology as to needed updates to HRIS and payroll/attendance system.
- Recruit, screen, and conduct interviews for non-exempt and exempt positions. Coordinate creative recruitment activities, including Internet search, participation at job and career fairs, college recruitment, and community networking.
- Ceridian payroll administration for two sites that included 1000+ employees
- Much more..

EDUCATION

University of Illinois at Chicago
Bachelor of Liberal Art & Science, Applied Psychology, May 2000

REFERENCES

Available upon request.

Martha Pearce
16341 SW 103 Terrace Miami Florida 33196
martha_valadez@yahoo.com • 786-417-5828

SUMMARY OF QUALIFICATIONS

Versatile, goal focused **Human Resources professional** with over 15 years of experience managing and supporting Employee Relations, Recruitment, Training & Development, Compensation & Benefits, and Payroll for US and Latin American markets. Superior analytical and organization skills readily identify areas of improvement and establish corrective measures to maximize use of time and resources. Bilingual English/Spanish; other areas of strength include:

Change Management	Performance Metrics	Policies & Procedures
Employment Laws – US & LATAM	End to end Program Management	Problem Resolution

PROFESSIONAL EXPERIENCE

EYMAQ INC.

HR Business Partner/Sr. HR Manager Miami, FL

2021-Present

- Advise and propose to the General Management and other Areas, norms and regulations regarding Human Resources Management, Policies, Procedures, Occupational Health, Labor Relations, and in the implementation of changes related to functional and organizational structures.
- Design and implement Human Resources strategies according to the values and needs of the company.
- Define and execute the budget for the Human Resources area.
- Coordinate and carry out the recruitment process for positions according to the needs of the company and the requesting department.
- Plan, design, implement and monitor training programs and career development plans that allow constant improvement and improvement of the company's staff.
- Create, implement, and follow up the Annual Employee Performance program.
- Counselor managers and employees on the progressive discipline policy.
- Coordinate the diagnosis of the organizational climate and formulate strategies to improve the organizational climate and keep it optimal.
- Define strengths and weaknesses of the area to execute short, medium, and long-term recommendations that allow continuous improvement of the area and strengthen the assigned functions.
- Manage and facilitate organizational design and development, leadership coaching, and team building that support change and growth.
- Conduct the human resources onboarding session for employees.
- Manage the company's employee compensation system (salary scale, benefits, salary increases, etc.), ensuring that the established policies and procedures are complied with and that it remains in line with market offer.
- Review and update the job descriptions and profiles of the company, in accordance with the organizational structure of the company and the policies and procedures established for this purpose.
- Develop programs for equal opportunities and prevent sexual harassment; make sure that the organization complies with the corresponding standards.
- Monitor and measure labor and human resources costs and productivity levels.
- Monitor compliance with the Employee Handbook policies/processes.
- Manage the hiring and termination of personnel at all levels, always in compliance with the organization's policies and current laws.
- Direct, control and manage the development of policies, projects, plans and programs aimed at promoting the Quality of Work/Life balance, Integral Health of workers, Safety and Environmental Hygiene and the prevention of Accidents and Occupational Diseases, and their subsequent Development and implementation.
- Prepare and communicate periodic reports regarding the fulfillment of goals and deviations on operations related to Human Resources Management.
- Participate in the development of the company's Annual Strategic Plan.
- Plan, design and implement motivational and incentive programs for company personnel in order to strengthen a positive work environment, self-improvement and customer service.
- Provide support and guidance to company staff in identifying, solving and / or preventing conflicts, in order to reduce the impact of factors that influence the effectiveness of their performance within the organization.
- Promote and coordinate activities that allow the growth of positive relationships between the different teams.

- Provide direction to the Change Management process and comply with the provisions of the Integrated Management System.
- Other activities inherent to the position.

Pavilion US

HR Business Partner/HR Manager

Miami Gardens

2020-2020

- Developed and implemented HR strategies and initiatives aligned with the overall business strategy.
- Managed and supported all HR operations by recruiting, selecting, onboarding, coaching, training and disciplining staff.
- Implemented human resources programs and policies to ensure the most effective utilization of human capital.
- Identified and tracked staffing needs of business and worked proactively to fill them via internal and external hiring, succession planning, and retention practices.
- Managed employee relations, benefits, and compensation for exempt and non-exempt employees
- Nurtured a positive working environment
- Acted as a change agent for Onboarding and Off-boarding processes
- Oversight responsibility for compliance to company rules & policies and government regulations, labor relations, and safety employee training (OSHA)
- Bridged management and employee relations by addressing demands, grievances or other issues
- Assessed training needs to apply and monitor training programs
- Developed Employee Recognition Program, service awards, and community support
- Partnered with designated leaders to support discipline, training, and development.
- Maintained pay plan and benefits program
- Managed compensation and Payroll analysis.
- Supported effective leader and employee communications (engagement)
- Implemented and coordinated Performance Evaluation Process including career development and coaching.
- Reported to management and provided decision support through HR metrics
- Ensured legal compliance throughout human resource management.
- Handled COVID-19 procedures for Safety and operational success.

JPS Consulting

HR Consultant

Miami, FL

2016-2021

- Provided consulting services to clients in HR areas and evaluated, developed and implemented human resources policies and practices to support the corporate culture as well as responded to business needs.
- Administered various human resource plans and procedures for all organization personnel; assisted in the development and implementation of personnel policies and procedures; prepared and maintained the employee handbook and the policies and procedures manual.
- Gave support and management to different offices in Florida.
- Supported Organizational culture and Employee relations cases.
- Participated in developing department goals, objectives and systems.
- Performed benefits administration, including claims resolution, change reporting, approving invoices for payment and communicating benefits information to employees.
- Managed Compensation and Payroll analysis
- Conducted recruitment support and effort for exempt and nonexempt personnel; conducted new-employee orientations; monitored career-pathing program and succession planning; and wrote and placed advertisements.
- Maintains company organization charts and the employee directory.
- Recommended new approaches, policies and procedures to continually improve efficiency of the department and services performed.
- Designed and Implemented the Recruitment, Training and Development Procedures.
- Responsible for recruitment at all levels: Interviews, screenings, applications, evaluations, salary negotiations and paperwork.
- Designed, developed, and implemented Internal Opportunity Posting process, including overall communication plan, for employees for the Shared Service Center.
- Designed shared drive that provided information on benchmark positions. Participated in recruiting fairs and maintenance of legal records.
- Responsible for all quarterly reporting on the Corporate Diversity Strategic Plan

- Maintained human resource information system records and compiles reports from the database.
- Maintained compliance with federal, state and local employment and benefits laws and regulations

**Brinks Inc. -
HR Business Partner**

Miami, FL

2013-2015

- Managed and supported all HR activities, processes and procedures for the Shared Services Center and Latin America regional area (**Mexico, Colombia, Brazil, Peru, Argentina, Puerto Rico, Panama**) , in strict compliance with corporate, US and LATAM countries regulations.
- Designed and administered HR policies and procedures that ensured organizational effectiveness and cultural adaptation by embedding HR strategies into business plans.
- Identified and utilized HR data to diagnose HR challenges in compensation, benefits and employee retention.
- Analyzed training needs and coordinated training sessions across the region, documented employees' participation and performance.
- Oversaw the International Assignment Process for employee transfers from Venezuela, Brazil and Mexico to Miami, including visa requirements, travel and lodging.
- Managed and organized all hiring processes from start-to-finish - recruiting candidates, assessing resumes, interviewing, hiring, and onboarding all new employees
- Managed the implementation of the Recruitment and Applicant Tracking Systems
- Analyzed of market trends in compensation for the definition of band levels, development and performance, budgets, and bonuses.
- Managed key HR initiatives:
 - Employee relations, from performance and metrics process including succession plans and career development initiatives, to claims, compliance, investigations, disciplinary actions and terminations.
 - Compensation & Benefits for 150 global employees, healthcare, 401K and others.
 - Annual Employee Performance Assessments utilizing Halogen Software application and PeopleSoft.
 - Work with leaders and employees to establish and maintain a positive work environment, which encourages the full use of diverse talents and abilities; act as an employee-company advocate.

**Construcciones Habitacionales
HR Business Partner/ Manager**

Miami, FL / México, D.F.

2008-2013

- Drove strategic HR related planning, organizational design and integration, staffing, compensation planning, manager coaching, employee development, compliance and performance management.
- Managed training and performance processes as part of a key HR initiative: training needs detection, schedules, set up sessions, tracking and reporting student performance. Maintained training database and provided applicable reports.
- Created and implemented learning materials including design, editing and delivery. Evaluated programs and provided feedback to department heads on employee participation and performance.
- Managed internal and external instructors' schedules for the "Train the Trainer" and "Career Life Plan" programs
- Interpreted and implemented HR policies, practices and procedures for managers, teams and individual employees that further the mission, values and strategic vision of the business including values for ISO 9001.
- Created and consistently developed *New Hire Orientation* course, and job descriptions
- Worked closely and partner with several HR leaders to ensure consistent HR practices across related organizations.

**Kraft Foods -
International Benefits and Compensation Latin America/ Expatriate Specialist**

Miami, Florida

2006-2007

- Managed International Assignment Process, including compensation comparisons in line with corporate regulations using 2003 and 2006 Policies; this process served over 200 worldwide employees intermittently or permanently assigned to any LATAM country.
- Managed standardized Assignment Process for the creations of Balance Sheets using "Assignment PRO software"
- Documented and verified information on transferring employee's expatriation; created reports and follow up process.
- Coordinated and administered Benefits for International Assignments within the Latin America Region.
- Created and maintained cost-effective process to manage expatriates' documentation, from immigration forms to country specific requirements.

- Executed applicable functions for the international assignment process using SHARP-TAF, (Personal, Home, Host and assignment information) LOU, (Letter of Understanding) BS, (Balance Sheet) and, taxes.
- Analyzed compensation market data and made recommendations concerning compensation activities.

EDUCATION & SKILLS

Bachelor's Degree in Business Administration

Certification in Management Development - Training Specialist
Escuela Bancaria y Comercial, México, D.F.

Bachelor's Degree in Education

Escuela Nacional de Maestros, México, D.F.

Member of SHRM

Proficient in MS Excel, Word, Power Point, Lotus, ISO 9001, QS 9001, Outlook, People Soft, Work Day, Halogen, People Fluent. ADP payroll, Paycom, Ultimate Software, and other payroll systems. PEO and ERP systems SPHR in progress

Mateo Pulido Usuga

305-590-3060 | mpulido12@gmail.com | [Mateo Pulido Usuga](#) | [LinkedIn](#) | SHRM-CP
Miami-Dade Area

Human Resources Manager—Strategic Business Partner

HR Strategy | Talent Acquisition | Performance Management | Diversity & Inclusion | Learning & Development
Benefits & Compensation | Federal & State Regulatory Compliance | Employee Relations

- **Human Resources Leader** with 7+ years of experience building and leading effective, efficient, customer-focused, fully compliant HR organizations that support business objectives and deliver bottom-line benefits.
- **Business Partner** with executive team and business leaders, bringing strategic thinking and HR perspective to key decisions.
- **Project Manager** repeatedly recruited for special programs and initiatives—including new station openings, facility relocation, pandemic response, and international expansion.



Mateo played a pivotal role in spearheading cross-functional initiatives, navigating through dynamic market shifts, and driving operational excellence. Demonstrated a blend of strategic vision and hands-on leadership, fostering a culture of innovation and resilience within the team” — CEO, US Express.

Professional Experience

HR Manager	Menzies Aviation, Inc/ Avianca Cargo- Miami, FL <i>Global provider of passenger, ramp and cargo handling services.</i>	2022–Present
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- **HR Operations**
 - Led HR team serving 600 employees in 4 locations. Managed 5-member team.
 - Engaged with business leaders across the organization and partnered with regional HR Directors to align Human Resources initiatives and practices with business needs and strategic goals.
- **Talent Acquisition and Performance Management**
 - Strengthened programs and processes to recruit, train, manage, and retain diverse and best-in-class talent.
 - Reduced time-to-hire by 40%.
 - Invigorated diversity and inclusion strategy by expanding regular pools for sourcing talent and building new relationships with diverse communities.
 - Within 2 years, filled 50% of the leadership team with internal candidates.
- **Special Initiatives**
 - Drove action plan to address employee satisfaction issues identified through annual surveys and online reviews. Launched collaborative HR/business team initiatives to address most pressing problems and lay groundwork for long-term solutions.

HR BUSINESS PARTNER	US Express Freight Systems, Miami, FL <i>Logistics company providing transportation solutions within North America</i>	2017–2022
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- **HR Operations**
 - Oversaw HR programs and practices to ensure full compliance with state and federal laws: ADA, Affirmative Action, COBRA, EEO, FLSA, FMLA, LOA, HIPAA, WARN, Workers' Compensation.
 - Speeded resolution of employee benefit-related issues from an average of 6 weeks to 10 days.

Mateo Pulido Usuga

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- ☛ Fostered a positive workplace culture. Resolved investigations and strengthened employee relations.

■ Talent Acquisition and Management

- ☛ Led company-wide workforce planning: budgeting, staffing, onboarding, retention, reduction.
- ☛ Initiated a retraining program that retained 90% of affected employees following manufacturing automation that eliminated multiple manual-labor steps and processes.

■ Special Initiatives

- ☛ Spearheaded strategic staffing plan and employee communications campaign in support of a divisional relocation to a larger, state-of-the-art facility, requiring transfer or new hire of 200+ employees.
- ☛ Appointed Site Safety Manager, rapidly built knowledge of OSHA, HAZMAT, and related EHS regulations and ensured full compliance.

LOGISTICS COORDINATOR

Magnum Logistics, Miami, FL

2015–2017

Global provider of multimodal transportation services

Logistics Coordinator, 2015–2017

PRICING SPECIALIST

Primo Freight, Miami, FL

2013–2015

Freight and logistics solutions company

Pricing Specialist, 2013–2015

Education

Human Resources Management | University of Miami, Miami, FL

2023

MBA, Specialization in Commercial Management | University of Sabana, Miami, FL (remote)

2021

BS BUSINESS ADMINISTRATION, Major in Human Resources | EAFIT University, Medellin, Colombia

2016

HRIS AND RELATED APPLICATIONS: ADP, Kronos, Empower, Ultipro, Workday

MAYA ASHLEY JOHNSON
24035 Hay Needle Lane Hockley, TX 77447
Cellular: (832) 847-0656
Email: mayajohnson92@yahoo.com

Objective: To find an advanced level position with a growing and profitable organization, where I can use my skills and education to the utmost.

Education:

Louisiana State University – Houston, Texas (2021--2022)

- Master of Science Degree
- Leadership & Development in Human Resources Management

Texas Southern University – Houston, Texas (2010-2015)

- Bachelor of Science Degree
- Health Administration Management

Richardson High School – Richardson, Texas (2006-2010)

- General Education - Diploma Received

Experience:

Sparrow Partners – Remote

May 2022 – May 2024

Talent Acquisition Coordinator

- Responsible for creating and sending offer letters to potential candidates, while processing and onboarding new hires
- Full-cycle recruiting, Interviewing and sourcing via Indeed, LinkedIn, JazzHR, etc.
- Keeping recruiting documents updated with hiring metrics for monthly reporting
- Creating onboarding and training documents for new hires.
- Creating social media and organization communication content.
- Implementing organizational changes, while creating surveys and onboarding and training documents.
- Completed onboarding for all new hires. background checks, I-9s, reference checks, etc)
- Communicated closely with hiring managers and stakeholders regarding hiring need while discussing role budgets.
- Keeping job boards updated regarding new changes within the organizations.
- Proficient in Microsoft Office, Teams, JazzHR, Indeed, LinkedIn, Lattice, Paylocity and various other tasks as assigned

Seattle Credit Union - Remote

February 2022 – May 2022

Temporary Talent Acquisition Coordinator

- Directed and held new hire orientations and trainings.
- Responsible for onboarding new hires by performing background and reference checks, creating, and sending offer letters.
- Maintained confidentiality of participant records, supervised, and managed daily operations for the medical records team.
- Screening applicants for open positions.
- Processed all new hires paperwork (background checks, I-9s, reference checks, etc)
- Social media content creation / organization communications
- Proficient in Microsoft Office, Teams, SharePoint, Excel, Google Suites, Dayforce, PowerPoint, and various other tasks as assigned

Case Works LLC – Remote

December 2020 – May 2022

Onboarding Specialist

- Directed and held new hire orientations and trainings.
- Creating training modules and documents for departments.
- Responsible for onboarding new hires by performing background and reference checks, creating, and sending offer letters.
- Maintained confidentiality of participant records, supervised, and managed daily operations for the medical records team.
- Interviewing applicants for open positions.
- Processed all new hires paperwork (background checks, I-9s, reference checks, etc)
- Handled and assisted in employee relations issues and concerns.
- Proficient in Microsoft Office, Teams, SharePoint, Excel, Google Suites, PowerPoint, and various other tasks as assigned

Signature Care Emergency Center – Houston, Texas

June 2019 – December 2020

Administrative/Registrar Team Lead

- Interviewed and sourced applicants for open positions via LinkedIn, Indeed, ADP.
- Creating and designing onboarding documents, welcome emails, and other documents in HR department.
- Completed onboarding for all new hires. background checks, I-9s, reference checks, etc)
- Held new hire orientation and system trainings.
- Partnered with stakeholders on hiring needs for all positions.
- Creating and administered employee satisfaction surveys and assessments.
- Working knowledge of PPO/HMO/POS/MCARE/MCAID insurance plans, ICD9-cm/CPT4, ICD10-cm, completed medical terminology coursework and insurance verifications. Practiced HIPAA and OSHA laws.

- Proficient in Microsoft Word, ADP, Outlook, XP, Excel, PowerPoint computer software programs and various other tasks as assigned.

Pin Oak Caregivers – Houston, Texas

April 2018 – June 2019

Temporary Human Resources Generalist

- Interviewed and sourced applicants for open positions via LinkedIn, Indeed
- Scheduled interviews with hiring managers and stakeholders
- Weekly payroll processing via Quickbooks.
- Creating and designing onboarding documents, welcome emails, and other documents in HR department.
- Completed onboarding for all new hires. background checks, I-9s, reference checks, etc)
- Held new hire orientation and system trainings..
- Proficient in Microsoft Word, Quickbooks, Outlook, XP, Excel, PowerPoint computer software programs and various other tasks as assigned.

Houston Orthodontic Specialists – Houston, Texas

September 2016 – April 2018

Front Desk Lead / Insurance Verification Specialist

- Duties include greeting patients and clerical duties
- Full cycle recruiting and sourcing.
- Interviewed and trained new hires, recruited and sourced new talent.
- Responsible for advising participants on the proper use of equipment and exercise forms.
- Handled daily payment transactions, balance spreadsheet daily, enforced fitness center policies and procedures.
- Maintained confidentiality of participant records, supervised, and managed daily operations of the administrative staff, while training new employees.
- Utilized highest level of OSHA standards while cleaning equipment and office throughout shift
- Working knowledge of PPO/HMO/POS/MCARE/MCAID insurance plans, ICD9-cm/CPT4, ICD10-cm, completed medical terminology course work and insurance verifications.
- Proficient in Workday, Microsoft Word, Outlook, XP, Excel, PowerPoint, Orthofit and various other tasks as assigned

Banfield Pet Hospital – Sugar Land, Texas

June 2014 - September 2016

Assistant Manager

- Creating monthly team schedules and assisting in employee relation issues.
- Placed outgoing calls to clients to confirm their pet's scheduled missed and follow up appointments. Responsible for handling clients
- request by sending out copies of their pet's vaccination records by fax and/or mail.
- Interviewing and sourcing clinical staff
- Placed outgoing calls to order the pets prescription for doctor's approval through the PetWare system.
- Assisted in printing prescription labels and filling the correct medication in the supply room for pets; approved by fax and/or phone.
- Responsible for assisting in inventory supply room for all hospital needs and served as active manager in customer relations.
- Responsible for training new employees, attend staff meetings and various other tasks as assigned.

MEGHAN WHITING

Rincon, GA 31326

meghan.whiting@yahoo.com

+1 912 220 8904

Human Resources professional with 20 years of progressive experience. Extensive knowledge of human resources, risk management, benefits administration, worker's compensation, unemployment, group health and retirement plans, employee recruitment and retention, staff development, employee relations, mediation, compensation, HRIS, RMIS and records management, HR policy development, and legal compliance.

Work Experience

Data Analyst

MERITUS HEALTH INC.

September 2022 to Present

(remote, contract role)

Function as administrator for RMIS system (RL Datix) for health system. Provide staff access and training, build and revise system forms and processes, perform audits and collaborate with RL Datix to maintain system health.

Review event reports in two modules; refer and escalate as appropriate to ensure patient and staff safety.

Collect, analyze, and create data presentations for various committees and leadership including Workplace Violence,

Patient Safety, NDNQI Falls and tracking event trends and patterns.

Assist Risk Manager with annual insurance renewal process, including working with brokers and leadership to complete and submit accurate applications and relevant data.

Perform general administrative tasks to support Risk Manager and Director, while developing and implementing strategies to enhance departmental efficiency and process improvements.

Independent HR Consultant

Human Resources

January 2013 to Present

Providing businesses with Human Resources services and solutions including audits, full cycle recruiting, compliance guidance, developing employment policies and handbooks, personnel file compliance, and training and development.

Providing individuals with resume services, career planning and job search strategies.

Benefits Administrator

JET AVIATION/SAVANNAH AIR CENTER - Savannah, GA

January 2008 to December 2010

Served as administrator for all group benefit programs including group health, dental, vision, disability, worker's compensation, unemployment, life insurance, relocation, and retirement plans.

Conducted new hire benefits orientation, maintained all benefit program records, processed and audited benefit enrollments and terminations, collaborated with carriers to resolve eligibility and

enrollment issues, managed open enrollment and plan renewals, conducted worker's compensation case reporting, investigation, and resolution.

Researched, proposed, and implemented new benefit programs to maintain a highly attractive recruitment and retention package.

Human Resources Manager

CITI TRENDS, INC. - Savannah, GA

January 2006 to December 2008

Managed and directed company risk, safety, and benefits programs for full and part-time employees of retail company comprised of 3,000 staff members located across the United States.

Managed benefit program audits and compliance including ERISA, Summary Plan documents, legal notification requirements, HIPAA compliance, FMLA, unemployment, worker's compensation, and COBRA administration.

Functioned as liaison to carriers, providers, brokers, and legal counsel to develop and maintain benefit and safety plans while balancing the needs of employees with financial and strategic goals of the company.

Verified compliance with health and safety regulations and ensured maintenance of necessary records.

Human Resources Manager

HOUSING AUTHORITY OF SAVANNAH - Savannah, GA

January 2002 to December 2005

Served as HR Generalist performing all aspects of recruitment, compensation and benefits administration, policy and procedure creation and enforcement, risk management, and conflict resolution.

Management Analyst

HOUSING AUTHORITY OF SAVANNAH - Savannah, GA

January 2001 to December 2002

Collected, analyzed, and prepared data for regulated HUD reporting, developed agency Annual and Five-Year Plans.

Education

BACHELOR OF ARTS in SOCIAL SCIENCE

LASELL UNIVERSITY - Newton, MA

Skills

- Compensation and Benefits
- Staff Recruitment & Retention
- Risk Management
- Payroll and Benefits Administration
- Job Description Development
- Federal & State Employment Law Compliance
- Employee Relations

- Human Resources Policies and Procedures
- Training & Development
- HRIS
- RMIS
- CRM
- MS Office
- Google Suite

Assessments

HR: Compensation & benefits — Proficient

April 2022

Knowledge of compensation and benefits programs

Full results: [Proficient](#)

Recruiting — Proficient

April 2022

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Proficient

October 2022

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

Work style: Conscientiousness — Proficient

June 2022

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Proficient](#)

Filing & organization — Proficient

May 2022

Arranging and managing information or materials using a set of rules

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

May 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Protecting patient privacy — Proficient

May 2024

Understanding privacy rules and regulations associated with patient records

Full results: [Proficient](#)

Proofreading — Proficient

April 2022

Finding and correcting errors in written texts

Full results: [Proficient](#)

Recruiting — Proficient

June 2022

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Written communication — Proficient

April 2022

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

Working with MS Word documents — Proficient

May 2024

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

Attention to detail — Proficient

May 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

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

MENJA EVANS

Pearland, TX 77584

menjaevans@gmail.com

832-833-1996

PROFILE: Dedicated healthcare professional with several years in various capacities providing superior clinical care to broad-based patient populations.

Skilled leader and team-member, able to maintain a positive attitude and productive work environment. Strong interpersonal, administrative, and patient/family education skills. Demonstrated ability to establish trust, exude genuine patient caring, and manage crisis situations. Highly organized able to efficiently prioritize multiple tasks. Trilingual in English, Malagasy, French, and conversational Spanish.

Work Experience

Human Resources Business Partner

CHI St Lukes - Houston, TX

February 2023 to Present

- Partner: Participates as part of the operational leadership team of assigned business unit or service line. Functions as a trusted advisor, partner and active member on the assigned area(s) leadership team(s) by providing HR guidance to support business planning and deliver on key goals.
- Strategic Alignment: Works collaboratively with designated partners to support and maximize operational performance with particular attention to those activities that lead to the successful accomplishment of organizational strategic priorities and goals.
Partners to ensure strategic alignment of business unit/service line work with organizational goals, processes, policies, structure and overall strategy that supports the business and drives organizational performance.
- Business Knowledge: Understands and can articulate financial and operational terms and practices that are contextualized to the needs of the business unit/service line being served.
Drives value by knowing the business and translating business data into actionable information that is used for effective decision making; works with management to understand operational needs and plans, proactively identifying and developing plans for mitigating risks to effective and efficient operational performance.
- Change Management: Supports the process and use of tools/techniques to manage the people elements of change to achieve desired business outcomes.
Collaborates with key stakeholders to support implementation of change management initiatives and ensures objectives are met that drive overall performance, improve business outcomes and align with strategic objectives. Being resilient in times of change.
- Culture: Integrate culture standards consistent with the CHI Work Community Value Proposition into business unit/service line practices and processes to ensure all employees experience and engage in supporting the desired work culture.
Understands and promulgates approaches that lead to the positive, desired work culture articulated in CHI's Work Community Value Proposition.
Applies results of culture diagnostic tools, e.g., Performance Culture Assessment

(PCA) to help craft appropriate plans for addressing culture development needs identified in the business unit/service lines served.

· Talent Management: Partners with leaders to identify current and anticipated talent needs
Collaborates with the operational leaders and others to develop an effective, strategic talent acquisition, retention, and succession approach.

· Performance and Leadership Coaching: Provides appropriate advice, feedback and development to improve the effectiveness of individual leaders and their team members
Provides guidance and advice addressing issues that pertain to engagement, performance management, employee relations, training and other areas of Human Resources.

Focus on development, collaboration and assessments; coaches Leaders and employees at all levels on a variety of topics such as management skills, conflict resolution and communications.

· Centers of Expertise (CoE) Utilization: Collaborates with CoEs to support the accomplishment of business goals and objectives

Identifies business unit/service line needs to CoE partners for program and resource solutions that support effective people management and operational performance.

Assists CoE with the implementation of programs/initiatives to increase awareness and understanding by employees and leaders.

Works with CoE partners to develop, implement, and improve processes for engagement and communication between the CoE and Business Partners that ensure the effective utilization of the CoEs on an ongoing basis.

· People Metrics and Analysis: Provides people data, business metrics and information to enhance effective operational performance.

Provides relevant data on people metrics, analyzing and identifying trends and making recommendations in response to operational needs and develop strategies for future opportunities.

· Employment and Labor Law: Applies an understanding of legal precedents, policies and practices to protect the interest of the organization, leaders and individual employees

Provides effective direction, counsel and advice to management on the interpretation and application of: HR policy and practice, employment and labor laws (i.e. EEOC, ADA, FMLA, HIPAA), Joint Commission, unemployment, etc.

Human Resources Coordinator

Human Resources

May 2019 to Present

· Responsible for maintaining integrity of HR data in various systems through reporting, tracking, auditing and cleaning up personnel data across multiple facilities.

· Complete data entry of employee documents into electronic personnel record system to ensure consistency of records and maintain record retention guidelines.

· Coordinate with various HR functional areas to develop and maintain Standard Operating Procedures (SOPs) to be maintained and updated to align with divisional processes.

· Provide response to Centralized HR Operations national team regarding any legacy data that is not accessible outside of local HR team.

· Request and monitor HR system role requests for all HR team members to ensure employees have correct level of access to minimize operational disruptions.

· Serve as liaison between facility HR leaders and Centralized HR Operations team for researching and escalating issues that impact day to day facility operations.

· Administer and maintain various divisional HR programs and provide a central point of contact for HR team members, managers, and employees.

- Submit and track various HR operational processes that are coordinated with local and national teams to ensure consistency of processes and timely response of issues.
- Support Day One Orientation registration, check in and monitoring of candidate experience to ensure alignment with culture and efficiency of activities.
- Ensure needs are met in a timely manner and with the highest level of customer service in support of HR functional support, as well as manager and employee transactional HR support.
- Provide HR Policy guidance to assist employees in locating and navigating enterprise and divisional policies.
- Oversee onboarding activities for all new hires to ensure complete and accurate information is collected and entered into HR systems and to ensure positive experience for all candidates.
- Manage day-to-day HR administrative tasks to ensure compliance and accuracy of data being entered into HR systems.
- Assist and oversee initiatives for the office to include coordinating candidate interviews, employee engagement initiatives and facility specific programs.
- Partner with functional HR teams to design effective programs, processes, and policies to ensure standards across the division are aligned within each facility and across all functional areas.
- Identify and implement HR best practices to align, partner and collaborate with leadership to ensure high standards of service.
- Perform ad hoc requests and assist with special projects and other initiatives as needed.
- Maintain all job postings, internal and on the company website, on a weekly basis. Distribute reports to all appropriate parties.

Human Resources Associates

Interfaith Ministries for greater houston - Houston, TX

October 2018 to May 2019

- Prepare and coordinate any functions pertaining to employment; process new hire documentation; ensure compliance with the DOL and other governing DHS and SSA administration regulations. Maintain Driver's License and other compliance/audit records
 - Organize work activity for the organization; Assist in ad-hoc HR projects, including collection of EE feedback
 - Conduct research, analysis and reporting
 - Respond to internal and external HR related inquiries or requests
 - Maintain records of personnel-related database and ensure all employment requirements are met; facilitate daily HR functions with respect to EE records
 - Liaise with other departments or functions (payroll, benefits etc.)
 - Schedule meetings, HR events etc. and maintain the team's agenda
 - Produce and submit reports on general HR activity
 - Prepare and coordinate activities pertaining to benefits and payroll, including supporting biweekly payroll processing, benefits processing/changes, benefits open enrollment and employee file maintenance.
 - Process personnel action forms (new hire, change, bonus and termination forms).
- Work closely with supervisor in reviewing and entering personnel action forms, hiring paperwork and administrative changes on a daily basis.
- Work with supervisor to coordinate the Benefits Open Enrollment process, forms and system updates including enrollment of employees into appropriate benefit plans.
 - Respond to internal and external payroll/benefits related inquiries or requests.
- Provide high quality customer service to IM's employees and supervisors.

- Maintain electronic and physical personnel records and help ensure all employment requirements are met. Maintain MVR/Driver's License, auto insurance, and other compliance/audit records and reporting.
- Verify wages/employment and provide information to employees as requested.
- Respond to unemployment compensation claims in a timely manner with appropriate documentation.
- Coordinate random, post-accident and for-cause drug testing of all employees.
- Coordinate preparation and submission of Worker's Compensation, Disability, and FMLA paperwork to the insurance carrier, including first report of injury, DWC3 and DWC6 report following the required schedule.
- Prepare HR reporting on a scheduled and ad-hoc basis, including reporting for governmental and other funders.
- Participate in special projects and support other functions as assigned.

SGS North America -Human Resources Coordinator (Contract)

aJILON sTAFFING - Houston, TX

May 2018 to October 2018

- Provide support to the Human Resources Department and employees in all aspects of human resources functions
- Support internal recruiters and management in the hiring process
- Assists employees with new hire paperwork, on-boarding, I-9, HR policy, and benefits questions
- Serves as the main point of contact during the on-boarding process
- Conduct new employee background checks and drug screens
- Assist with administration of HRIS system
- Support leave of absence process
- Prepare weekly reports
- Track employee recognition awards
- Maintain confidentiality of sensitive human resources materials

Human Resources Coordinator

Bay area regional medical center - Webster, TX

August 2016 to May 2018

- Responds professionally to employee inquiries regarding BARMC policy, HR processes, employee benefits and leave issues, and appropriately refers complex issues to the HR Manager
- Reviews all employee status changes for compliance with policy and accuracy and obtains appropriate signatures. Completes timely and accurate data entry into payroll system, ensuring correctness of employee payrolls
- Consistently protects confidential and sensitive employee and/or patient information
- Supports the timely on-boarding process of new employees and contract staff by ensuring that new employees complete paperwork and new hire requirements for payroll/benefits, employee health, licensure and background verification and 1-9 documentation
- Manages the badging process to ensure proper security levels are maintained and unauthorized access is minimized through C-Cure
- Ensures that employee files are compliant with accreditation and regulatory requirements; works with HR Managers, staff and directors to collect completed documentation in a timely manner
- Provides standard and ad hoc HR reports as needed by the Managers and/or leadership in a way that is meaningful for division-making and that meets requirements. Reports are 'executive ready' upon delivery and maintained for easy reference

- Collaborates effectively with the Payroll Coordinator to ensure accuracy of payrolls; responds to audit requests and supports use of HRIS and Time Keeping systems; helps in the preparation of year-end reporting
- Prepares packets and other written material for distribution in support of programs such as New Employee Orientation, Benefits Enrollment, Performance Evaluation, Reward and Recognition, and Training Programs
- Prepares and distributes written documents that reflect the professionalism of the department and comply with branding standards set by the organization; assists other department members with same
- Maintains appropriate levels of office supplies to minimize disruption of services by placing regular orders and ensuring prompt delivery and storage.
- Maintains work and public areas as neat and orderly
- Receives and distributes mail, faxes and other deliveries to the appropriate staff in a timely manner
- Advocates the hospital as the best place to heal, to work, and to provide patient care.
- Adheres to BARMC Policies and procedures as well as to applicable local, state and federal regulations

Human Resources Representative

Right At Home - Friendswood, TX

May 2013 to August 2016

- Make recommendations to hiring managers with regards to recruitment, screening, and interviewing candidates for hire
- Conduct interviews as required. Review offers of employment to approved candidates; Ensure the pre-hire process and all new hire paperwork is completed
- Facilitate the interview process, including processing of all new hire documents; Streamlined recruiting & termination processes in collaboration with various department managers
- Provide new hires with orientation sessions to familiarize them with company policies, procedures, and culture
- Skilled at diffusing escalated situations using problem solving and negotiation skills, overcome objections and address urgent situations
- Scheduling, ensuring staff have appropriate skills and supervision for the cases to which they are assigned
- Maintain open lines of communication among clients, their families, staff members, and other care stakeholders, report escalating issues to supervisor;
- Maintain confidential employee records, follow established protocols for the proper handling of information
- Assist with monitoring the evolving needs of clients and performance of staff, providing feedback to supervisors when appropriate

Patient Care Assistant (PT)

Patient Care

February 2013 to August 2016

- Assist patient care team in the treatment and care of patients in accordance with established policies, procedures, and unit standards
- Provide shift care for assignments of patients while comprehensively charting and documenting specific care for each individual patient
- Assist patients with care for activities of daily living ensuring that patient needs were fully met according to treatment plan, policies, procedures, unit routines and protocol
- Provide patient with the help of moving in and out of bed, grooming, bathing, and other duties; Display strong clinical skills in assessing vital signs, glucose checks, and providing post-operative care

- Ensured accurate, timely flow of information by maintaining thorough patient records and updating healthcare team on patients' status
- Recognized care activities/procedures which need to be shared among disciplines to maximize patient-centered, efficient care

Direct Support Professional

The Mentor Network/ Cole Vocational Services - Hayward, CA

May 2012 to November 2012

- Worked to improve, enrich and respect the lives of individuals with developmental, physical, and mental disabilities
- Developed and implemented plans for individuals to achieve greater independence, their daily goals, and community integration
- Assisted with day-by-day operations of the residence accordance with regulatory requirements, agency policy and quality program standards
- Ensured individuals' health, safety and welfare, enhances the quality of individuals' lives, and supports community inclusion
- Completed and updated all daily, weekly and monthly records, reports, logs, casework notes, administrative paperwork, required reports in an accurate, timely, and professional manner

Direct Care Assistant

ARC Group Home - Mobile, AL

September 2011 to December 2011

- Worked with 9 adults with Developmental Disabilities in a group home setting- assisted them with their daily activities and outings to the park and community events; Demonstrated the ability to interact with individuals from diverse cultures and backgrounds
- Ensured that daily activities were conducted consistent with the approved program schedule and documented as they occurred; confirmed approval of any changes
- Ensured that the medical conditions/needs of clients, including prescribed medications, were attended to, documented and communicated to all
- Perform housekeeping duties, such as cooking, cleaning, washing clothes/ dishes

Education

B.A. in Interdisciplinary Studies

University of South Alabama

Skills

- Committed to the values of compassion, dignity, collaboration and responsibility
- Customer Service-focused
- Demonstrated human relation capability
- Ability to work without direct supervision
- In-depth knowledge of medical terminology
- Effective communication skills
- Human Resources

- Human Resources Management
- HRIS

MERISSA MAYNARD

HUMAN RESOURCES | PEOPLE OPERATIONS | PROJECT SUPPORT

merissamay92@gmail.com • www.linkedin.com/in/merissa-maynard-b197b681

CORE COMPETENCIES

Data Analysis | ATS and HRIS Systems | Talent Acquisition and Recruitment | Payroll | Benefits Administration | Onboarding and Offboarding | New Hire Orientation | Compensation Analysis | Employee Relations | Leave of Absence and Time-Off Management | Compliance | Knowledge of Employment Law

TECHNICAL SKILLS: Workday | TriNet | UKG | ADP | eVerify | iCims | LinkedIn Recruiter | Greenhouse CareerPlug | JobVite | Lattice | Checkr | Docusign | Slack | ZenDesk | CompAnalyst | Google and MS Office Suite

WORK EXPERIENCE

Human Resources Specialist - Talent | Pathways Health, Fredericksburg, VA November 2022 - Present
Multi-state healthcare and mental health services company, Remote work

- Led cross-functional collaboration with HR, hiring managers and IT teams on new role creation, benchmarking, job descriptions, and HRIS testing, ensuring alignment with ATS/HRIS requirements ensure a positive candidate experience, mitigate risk, and verify regulatory compliance throughout the acquisition process.
- Managed the full cycle of the recruitment process from sourcing to onboarding
- Produced data insights such as compensation analysis, attrition rates, time-to-hire, and cost-to-hire metrics.
- Provided guidance on job descriptions, salary ranges, and interview processes.
- Negotiated offers, compensation, and benefits, with selected candidates ensuring compliance with applicable laws and regulations.

People Operations Admin | Caribou Financial, Washington, DC June 2021 - March 2022
Nationwide series A to B finance tech startup company, Remote work

- Managed payroll, benefits, onboarding, offboarding and other HR processes for exempt, non-exempt, and commission-paid employees via HRIS and third-party systems.
- Ensured smooth onboarding for new hires through effective support, learning presentations, and training initiatives.
- Offered assistance with interpreting and applying policies, conducting performance evaluations, providing coaching, and handling other employee relations procedures.
- Provided employee support and HRIS troubleshooting, resolving 90% of inquiries independently.
- Liaised with third-party providers such as Blue Cross Blue Shield, Betterment, and Spring Health.
- Collaborated with management to optimize procedures in HR operations, scaling from 200 to 450 employees.
- Supported executive decision-making with HRIS reports and company metrics.

Human Resources Generalist | Georgia Crown Distributing, McDonough, GA October 2019 - May 2021
Multi-state beverage distribution and sales company

- Executed payroll, benefits, absence management, and employee procedures via HRIS and external systems for various employee types.
- Provided guidance on policy interpretation and application, performance evaluation, coaching, and other ER procedures.
- Facilitated seamless onboarding experiences for new employees with direct support, informative presentations, and comprehensive training efforts.
- Facilitated the smooth transition of Fireside Distributing Company employees during company acquisition.
- Conducted audits on hiring and recruitment data to ensure fairness and transparency in the selection process.
- Managed benefit programs, distributed reports, onboarding, offboarding, and supported employee engagement initiatives.
- Acted as a point of contact for third-party benefits providers and business contractors

Human Resources Coordinator | GSU, Statesboro, GA January 2016 - July 2018
Education, youth and community outreach non-profit organization, led by Georgia Southern University

- Recruited for temporary work positions for Georgia Southern's National-Youth-At- Risk Conference (NYAR), targeting ideal candidates via networking relationships
- Conducted administrative tasks such as updating bulletin boards and other posting locations, correspondence emails and memos, maintained personnel files, proofread and edited the NYAR Journal and related files
- Coordinated employee schedules, conducted orientation and training, supervised on site, served as a liaison between employees, administrators, conference attendees, as well as conference speakers
- Assisted with conflict resolutions as appropriate, concerns, requests and information in a timely manner
- Conducted data analyses of year-to-year data trends to facilitate ideas and adjustments

EDUCATION

Master of Education in Psychology

Georgia Southern University, Statesboro, GA

MERISSA MAYNARD

Bachelor of Science in Psychology

Clayton State University, Morrow, GA

PROFESSIONAL ORGANIZATIONS

Member of SHRM (Society for Human Resource Management)

Michael Ash

Athens, GA 30606

michaelash1026@gmail.com

+1 706 892 4979

Michael is an experienced HR professional and Consultant with a background in using data-driven strategies to improve staffing KPIs, process improvement, management of high volume contractor staffing, and hiring manager consultation. His skills also extend to conducting full scope recruitment and identifying key areas of DEI impact within the recruitment cycle.

Work Experience

Senior Staffing Consultant - MSP

Pontoon Solutions

July 2022 to Present

- Manage all national and local staffing agencies for contractor staffing at Advance Auto Parts, serving as the main point of contact.
- Decreased the time to fill by 35% using a data driven strategy and implementing a new staffing process for warehouse contractor staffing.
- Increased show rate and stabilized turnover for warehouse positions, eliminating the need for high-cost crisis staffing services.
- Developed reporting tools and strategies to manage hiring requests and trained colleagues on methods for managing high volume staffing.
- Act as a trusted advisor for hiring managers on co-employment, external workforce planning, VMS/ATS training, and risk mitigation in the hiring process.
- Successfully implemented a new client account for MSP.
- Present data to key stakeholders and HR partners to make informed business decisions.
- Present to and train HR partners on contractor staffing process, VMS, ATS, and effective hiring practices.
- Consult with hiring managers on local labor market data to make informed decisions on pay rates, candidate availability, and local competitors.
- Manage high volume contractor staffing for Advance Auto Parts including IT, Professional, Administrative, and Light Industrial positions in the US.
- Successfully transitioned EPIQ contract staffing account to internal managed service team by leading contractor staffing process for the account and trained new team members on ATS and VMS systems.
- Provide account coverage as a Consultant for colleagues within the Pontoon network.

Program Director

Athens Community Council on Aging - Athens, GA

July 2018 to Present

- Managed the state's highest performing federal job-training program for disadvantaged older adults, serving a 12 county region
- Decreased on-boarding time by implementing new organizational strategies, creating user-friendly forms and improving workflow processes
- Increased applicant screening accuracy by building an excel form to calculate program income eligibility

- Performed targeted recruitment and outreach to meet federal guidelines
- Maintained annual program budget and prepare quarterly/annual reports for the agency, state office and Department of Labor
- Performed data entry and tracking using national information database system
- Supervised a team of staff members for emergency food distribution efforts during COVID-19

HR Generalist - Employment DEI

Unified Government of Athens-Clarke County - Athens, GA

February 2021 to July 2022

- Conduct full scope recruitment including: job advertising, candidate screening, interviewing, applicant skills testing and coordinating pre-employment evaluations
- Consult departments to identify hiring needs and determine best practices for staffing, job postings, and internal procedures
- Coach hiring teams on effective interview strategies, unconscious bias, and candidate selection
- Serve as point of contact for all new hires
- Prepare and analyze EEO demographic data to update annual report
- Identify key areas of DEI impact within the recruitment cycle
- Maintain job postings using an applicant tracking system to screen candidates for interviews
- Roll out new applicant tracking system diversity features
- Collaborate with the Office of Inclusion to strategically plan data-driven employment goals in alignment with the governments annual strategic plan
- Construct employer value proposition and brand through internal feedback, graphics and employee stories
- Launched organization-wide employee survey to inform long term DEI goals, identify trends and recommend solutions
- Co-lead an interdisciplinary team to update HR web page increasing usability, accessibility, promoting employee self-service and access to information

Case Manager

Advantage Behavioral Health Systems - Athens, GA

January 2017 to June 2018

- Provided case management services to individuals with severe and persistent mental illness, addictive diseases, developmental disabilities and co-occurring disorders
- Assisted individuals in accessing community resources and entitlement programs to meet their basic needs
- Provided psychosocial education including coping skills, effective communication strategies, independent living skills, and mindfulness-based stress reduction
- Coordinated fundamental care between community service providers and outside agencies
- Organized and planned clinic-based services such as group therapy and individual counseling
- Served as a representative-payee for individuals unable to manage their finances independently

Course Instructor/Program Development

Helen Arts and Heritage Center - Helen, GA

May 2015 to September 2016

- Planned and implemented therapeutic art programs for the aging veteran population
- Partnered with outside organizations to provide funding and supplies for arts programs
- Facilitated community outreach to increase awareness of the art center and veteran program

Education

Bachelor's in Psychology

University of North Georgia - Dahlonega, GA

Skills

- Process Improvement
- Employee Orientation
- Talent Acquisition
- Social Work
- Recruiting
- Program Development
- Event Planning
- Microsoft Office
- Applicant Tracking Systems
- Auditing
- Data Management
- Leadership Experience
- Supervising Experience
- Training & Development
- Case Management
- Human Resources
- Human Resources Management
- Neogov (1 year)
- Strategic planning
- DEI
- Data management
- Interviewing
- HRIS
- Employee relations

Links

<https://www.linkedin.com/in/michael-ash-26758b11a/>

Awards

Pillar Award

October 2020

<https://www.accaging.org/accas-2020-annual-meeting/>

Certifications and Licenses

Excellence in Supervision

Athens Technical College Certification

Advanced Excel Training

Athens Technical College Certification

Emerging Leader Training

Professional development course through Athens Technical College.

Six Sigma Yellow Belt

March 2023 to Present

Beeline Technology Certificate

July 2022 to Present

Publications

Play On Athens! Public Art With a Purpose

https://issuu.com/accaging/docs/ath20-11375_whats_next_spring_2020_final_lr

February 2020

Passion, Determination... and Cats

https://issuu.com/accaging/docs/ath19-11348_whats_next_fall_2019

August 2019

MICHAEL E. GARRETT

MIKEMDE78@GMAIL.COM

PO Box 8115

MISSION HILLS, CA 91346

(818) 723-2248

SUMMARY Proactive strategic leader with broad business perspective seeking full-time permanent position. My tenure as a contractor has allowed me to acquire extensive expertise and experience across multiple industries and develop unique and innovative practices in Human Resources operations, policies and procedures, talent strategy, compensation and benefits, leadership/organizational development, and employee relations.

SKILLS and SYSTEMS

- Employee Relations
- Labor Relations Management
- Payroll
- Training Development and Facilitation
- Employment Law
- Succession Planning
- Performance Management
- ADP Enterprise/Pro Business/HRB
- ICIMS/Taleo/RCI
- Benefits Management
- Arbitration
- Talent Acquisition & Onboarding
- Job Leveling
- Budgeting / Forecasting
- HRIS Planning & Implementation
- DOL/OSHA Compliance
- PeopleSoft/Ultipro/Workforce/PayChex/Paycom
- Microsoft Office and Applications

EDUCATION:

MBA Human Resource Management – University of Phoenix – October 2013

B.A. Business Accounting – University of Phoenix – February 2011

CLEARANCE:

Secret Clearance – Received March 2020

PROFESSIONAL EXPERIENCE:

M. Garrett Consulting – Los Angeles, CA

Executive HRBP – Owner/Contractor/Consultant

October 2013 –

Current

As an Executive HR Consultant, I focus on aligning business objectives with management teams in designated business units by providing high level strategic leadership for HR related issues. Tasks that I most frequently perform as a consultant are:

- Analyze trends and metrics in partnership with the executive leadership team to develop corporate governance programs and policies.
- Participate and provide high level feedback in weekly executive leadership meetings Provide HR policy guidance and interpretation.
- Establish corporate compliance programs with regard to state and federal labor codes pertaining to FLSA, ACA, ERISA, ADA, OSHA and LOA.
- Manage and resolve complex employee relations issues by 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. Partners with the legal department as needed/required.
- Provide day-to-day performance management guidance to line management (e.g., coaching, counseling, career development, disciplinary actions, terminations).

- Develop and implement employee engagement programs to enhance work relationships, build morale, and increase productivity and retention.
- Develop recruiting, onboarding and orientation policies and programs.
- Provide guidance and input on business unit restructures, workforce planning and succession planning.
- Identify training needs for business units and individual executive coaching needs.
- Participate in evaluation and monitoring of training programs to ensure success. Follows up to ensure training objectives are met.

Edward Jones Investments (Contract) – St. Louis, MO
Sr. Business Strategist

January 2022 – March 2024

In this role I lead, design, and execute strategic corporate initiatives impacting global operations in the US and Canada. Working in an agile and matrixed reporting structure I produce results for successfully socialized and implemented, policies, programs, job functions and branch design structures. Addition work related duties were:

- Full-cycle project leadership, design and implementation.
- Data analysis and reporting.
- Directing project activities for project team members and ancillary contributors.
- Receiving and providing feedback with executive leadership to promote and/or improve corporate strategies.
- Providing coaching and developmental opportunities for project team members.
- Socializing program/project proposals amongst impacted stakeholders and branch team members.
- Reviewing and evaluating effectiveness, impact and value of existing and newly implemented programs and policies.
- Ensuring compliance with all federal, state and local regulations for all assigned projects and policy work.

Providence Health Systems (Contract) – Santa Monica, CA
Principal HR Strategic Partner

May 2020 – January 2022

In this role I served as the primary HR Strategic partner to Executive Leadership and Senior Hospital Management, the focus of my responsibilities in this role were to develop and implement new policies and protocols as a response to the rapidly changing pandemic landscape. This was in addition to my normal functions which included:

- Providing operational and strategic HR support to local hospital leadership.
- Providing leadership, development and coaching to direct reports.
- Developing and/or implementing local HR projects or programs. Coordinating and implementing COEs' projects or programs ensured local hospital leadership was aligned and well positioned to support projects/programs.
- Ensuring HR operational efficiency and effectiveness by applying continuous improvement techniques.
- Working collaboratively with shared services and centers of excellences to ensure a seamless, integrated HR experience for core leaders and caregivers.
- Assisting in the development and implementation for caregiver (employee) experience strategies and tactics in alignment with System, Region and Hospital goals.
- Evaluating HR reports, decisions and results of hospital departments and initiatives in relation to established hospital goals and objectives. Recommended new approaches, policies and procedures to effect continual improvements in efficiency of hospital departments.
- Ensuring compliance with all federal, state and local employment laws.

Northrop Grumman (Contract) – Los Angeles/Palmdale, CA
Principal HR Business Partner

February 2019 – May 2020

In this role I served as the primary HR advisor to both military and civilian assets for various groups on classified programs within the aerospace sector. My primary statement of work was to provide strategic insight as well as tactical direction for cyclical and intermittent HR related programs and processes, to drive toward organizational alignment and to facilitate activities to help promote and achieve mission success for our domestic and expatriate employees. My duties in this role were to:

- Interpret, apply, implement, and consult / advise on a variety of initiatives such as talent development, compensation, performance management, employee relations, employee engagement, organizational effectiveness, organizational change management, and policy.
- Support manager-level leaders and above in a dispersed environment.
- Support many projects at one time with competing priorities.
- Utilize strong project management skills and attention to detail.
- Build lasting relationships and collaborative partnerships as the basis for influencing direction and driving change.
- Dissect the root cause or core problem to solve and bring appropriate solutions and resources to bear.
- Drive leader development and succession planning strategies/processes with a “talent mindset”.
- Assess, diagnoses and designs creative and innovative organizational solutions.
- Translate business strategy into implications for workforce (hiring, shaping, etc.)
- Strategically visualize the big picture and connects the dots, diving into the details as necessary

Applied Materials – Sunnyvale/Santa Clara, CA
HR Business Partner, Mgr

February 2017 – December 2018

In this role I partnered with and supported VPs of Advanced Product Technology Development, R&D Alliance, M&A, Business Development, Functional Operations and Marketing in driving HR strategy, planning and execution by evaluating internal and or external factors to anticipate business challenges and/or regulatory issues. I provided guidance to help solve unique and complex problems that may have broadly impacted the business units that I supported and led project teams to achieve milestones and objectives.

- Proactively shape HR BU/Function strategies and priorities to align to BU strategy and changing needs to help shape the appropriate culture. Diagnose and provide appropriate interventions to optimize business performance to execute against strategy goals generally at the BU/Function leadership level. Balance enterprise-wide and business unit specific needs with local requirements.
- Conduct organizational & talent assessments; develop talent strategy and pipeline to staff and build workforce capability. (e.g., selection, assessment, development, succession)
- Design and implement change management, communication and engagement strategies within the BU/Function.
- Actively partner, coach & develop executive leadership and management. (e.g., coaching, counseling, career development, disciplinary actions, performance management).
- Effectively leverage and partner with COE & HR Ops in the delivery of initiatives to deliver the HR strategy for BU/Function. Balance enterprise-wide and business unit specific needs with local requirements.
- Leverage tools and systems e.g.; Workforce Dashboard, Workday to perform analytics in support of business strategy
- As required, participate in M, A&D diligence and integration(s) from the HR perspective. Partner with M, A&D core team and regional HR on projects, programs, processes and initiatives to integrate the acquisition with the BU/Function.
- Participate in at least one HR initiatives annually at segment, enterprise and/or region levels.
- Provide guidance and input on business unit restructures, workforce planning and succession planning.
- Identify training needs for business units and individual executive coaching needs.

- Participate in evaluation and monitoring of training programs to ensure success. Follows up to ensure training objectives are met.

Sonic Automotive – San Jose, CA
Human Resource Administrator

July 2007 – October 2013

Administrated HR tasks for 16 car dealerships employing approximately 2,000 union and non-union associates.

- Led the regional HR team.
- Facilitated associate development, performance management and retention.
- Ensured adherence to regulatory compliance and organizational policy.
- Daily processes included but were not limited to maintaining of employee files (FMLA/CFRA, benefits, workers' compensation, disability, safety and training) resolving payroll.
- Performed analysis on compensation data.
- Prepared PTO and profit-sharing accrual.
- Processed payroll.
- Managed contract and vendor management.
- Assisted with collective bargaining negotiations when needed.

PROFESSIONAL ASSOCIATIONS

Northern California Human Resources Association

Society for Human Resource Management – Northern CA member since March 2013

TALENT OPERATIONS MANAGER

Dynamic, results-driven leader with extensive human resources, business development, and operational management experience. Proven track record of success in people development, account management, Lean Six Sigma, cGMP, project management, and process improvements.

Areas of Expertise

- Operational Leadership
- Strategic Planning
- Business Development
- Continuous Improvements
- Account Management
- Data & Trend Analytics
- Financial Acumen
- Policies & Procedures
- HR & Talent Operations
- People Development
- Customer Experience
- Conflict Resolution

Key Accomplishments

- Achieved presidents club award in 2019, 2022, and 2023
- Spearheaded non-profit efforts to provide career empowerment and discovery to senior clients of Encore Employment Enterprise.
- Supported underprivileged candidates to jump-start their careers, improve resume writing skills, and uncover professional purpose.

Career Experience

Talent Acquisition Manager, Superior Beverage Group | Columbus, OH

2023 – Current

Supervised a team of 4 recruiters. Developed and executed effective talent acquisition and sourcing strategies to ensure excellence in attraction of candidates, supporting the talent needs for overall organization. Drives best practices in online recruitment including passive sourcing, social media utilization, and targeted messaging. Manages employer branding and recruitment marketing efforts in collaboration with the marketing department.

- Acts as overall owner for the ATS module of the HCM system, evaluating systems-related efficiencies, data accuracy and ensuring a fully compliant recruitment process.
- Leads select senior level/executive searches (Director and above) including sourcing, vendor management, interviewing and offer management.
- Created 24 high school and community funnels for local talent

Area Manager, Partners Personnel | Columbus, OH

2021 – Current

Recruited to lead business expansion for the 14th largest industrial staffing firm in the U.S. Responsible for the launch and operational management of the first Ohio branch, establishing book of business clientele, customer standard operating procedures (SOPs), candidate selection process, business development, account management, budgeting and P&L, team development, and talent operations. Supervise 6 team members and financial oversight for multiple locations.

- Generated \$11M annual revenue, exceeding first year revenue goals by \$1.4M.
- Achieved positive earnings before interest, taxes, depreciation, and amortization (EBITDA) in the branch's first year.
- Converted 300 temporary/contract associates to permanent placement.
- Maintained 5-star Google review ratings for each branch.

Market Manager, TalentLaunch | Independence, OH

2020 – 2021

Appointed to develop and manage operations at 4 branch locations for a nationwide business partner supporting small-to-midsized staffing and recruitment firms. Tasked to lead business solutions, client relationship management, trend review and analysis, strategic planning, continuous improvements, and financial oversight. Supervised 10 recruiters and 2 sales managers.

- Provide strategic direction and staffing/sourcing expertise, and develop and manage recruiting initiatives, policies, practices, and activities to acquire the best talent available.
- Build and define the hiring process, establish department and recruiter metrics/scorecards, and build robust reporting capability that allows the team to diagnose and solve challenges.
- Develop recruiting strategies and programs to ensure an ongoing pipeline of top talent to fill positions at all levels in the organization.
- Analyze trends and metrics to understand business needs and for ongoing benchmarking and review.

Branch Manager, Employbridge | Parma, OH

2019 – 2020

Hired to oversee branch operations and business alignment for America's largest industrial staffing company. Managed day-to-day activities including sales processes, order fulfillment, client partnerships, financial management, people leadership, performance improvements, and business planning. Supervised 4 recruiters and 2 business development managers.

- Increased revenue by 15% by successfully raising markups.
- Grew revenue by 15% and gross profit by 18%.
- Created incentive programs to engage sales teams supporting cold calling and finding new B2B clients.
- Developed effective talent attraction marketing and communication materials for social media purposes

Human Resource Sourcing Specialist, Swagelok | Solon, OH

2014 – 2019

Employed to support talent operations for \$2B global company specializing in materials science, engineering, and international logistics. Contributed to full lifecycle recruitment efforts, including candidate sourcing, interview and offer processes, and onboarding requirements for full-time and contingent employees. Managed vendor relationships, contract negotiations, conflict investigation and resolution, special projects, and coaching opportunities while aligning with key performance indicators (KPIs).

- Sourced and hired 300+ associates year-over-year.
- Revised staffing contracts to suit company needs and meet obtainable time-to-fill and attrition rate KPIs.
- Implemented temporary hire surveys to best understand needs, promote engagement, and enhance performance.

Professional Affiliations

Board Member, 2022 – Current
Encore Employment Enterprise (E3)

Education

Bachelor of Science in Business Administration, Magna Cum Laude
Associate of Science in Business Administration & Management
Indiana Wesleyan University | Marion, IN

Certifications and Technical Proficiencies

Lean Six Sigma – Green Belt Kent State University • SAP Certified Trainer • Success Factors and Employee Central Trainer
Microsoft Office Suite • Google Suite • Greenhouse • Workday • Ultipro • NOVAtime • SAP • Success Factors • Paycom

Micheil Boggs (first name pronounced like Michael)

Cover Letter

Please accept my application for the full-time, remote position of Senior Human Resources Generalist. I have roughly 14 years of work experience within the field of human resources management, employee compensation/benefits management, employee training, and talent acquisition. I have a lifetime of direct experience with matters of diversity, equity, and inclusion (DEI). My experience with customer service is of the advanced level and covers three decades of employment time. I have several years of experience within the fields of healthcare and general biological sciences. I also have an extremely analytical and growth-oriented mind, as is evidenced by my educational and employment background. This makes me an ideal candidate for this position.

My educational background includes specific, pertinent coursework in the subjects of human resources management, business management, business law, ethics, psychology, interpersonal communication and relations, intercultural communication and relations, computer information, and mathematics. Please note that my Bachelor of Arts in General Studies and Associate in Applied Science in Administrative Studies include heavy levels of coursework in various business management and human resource management subjects.

For a full decade, I served on the Board of Trustees at a church in Ashland, Ohio, which was a volunteer position for a nonprofit. This position was primarily concerned with major duties involving human resources management, business finances, general business management, congregational outreach, community outreach, and business/church growth. I spent a considerable amount of time managing matters associated with hiring new pastors and new members of staff while also managing matters pertaining to compensation and benefits of all employees. This was also a very people-oriented position.

During my time as a pharmacy technician and team member at Target, I functioned as a team trainer for nearly all work-centers. I was a specialist on all aspects of team training materials, training functions, and employee onboarding. As part of this work, I became the unofficial store expert on all matters pertaining to employee benefits – such as health insurance, dental insurance, vision insurance, life insurance, disability insurance, 401(k) programs, and general employee perks. My mindset with human resources management is very much benefits-oriented due to the nature of how benefits help people and the associated enjoyment I derive from assisting others in such matters.

Furthermore, I have found that I have a great fondness for assisting employees in general matters of human resources. This includes all aspects of the hiring process, benefits management, training, and maintaining a mentally healthy work environment for all people. I firmly believe that employee success in these matters is integral to quality business growth.

I also have four years of university-level teaching and curriculum development experience with both in-person and virtual environments. I thoroughly enjoy teaching and training others in order to assist them with personal and professional development as well as to encourage growth within a business.

As part of talent acquisition and recruitment, my teaching skills help me to better identify specialized skills of job candidates.

In general, I have numerous skills pertaining to intercultural communications and relations, interpersonal communications and relations, ethics, knowledge acquisition, data analysis, detail orientation, research, resource management, business management, human resources management, business law, employee benefits management, HIPAA, FMLA, ADA, EEO, FERPA, self-motivation, multitasking, psychology, mathematics, computer literacy, teaching/training, leadership, and diversity. Note that my skills in leadership are evidenced with all of my work-related background. Furthermore, I have advanced knowledge of computers pertaining to such topics as Microsoft 365 (especially Word and Excel), Microsoft Windows (currently using MS Windows 11), Google Suite, and computer assembly. This is in addition to my Associate in Applied Science in Applied Computer Studies from Thomas Edison State University. I adore technology! Please see my attached résumé for additional information on my various skills.

Specific to my communication talents, I am quite adept at communicating via written and spoken words. I am also rather good at listening and absorbing information from other people and various sources. My skills extend to communication via a wide variety of methods (especially virtual methods such as Zoom and Microsoft Teams) and with people from many different cultures, linguistic backgrounds, ethnicities, LGBTQIA+ identities, ages, and disabilities. I have roughly 25 years of intercultural and global communications experience via working closely with international students (I worked in a language laboratory for three years while at Ashland University as a student worker), working directly with international clients via the internet, and participating in study abroad programs in both France and Mexico.

As for my perspective on matters of diversity, I am adamantly opposed to all forms of racism, misogyny, bigotry, ageism, and discrimination. I firmly believe that all people deserve to be treated with full respect and provided with 100% dignity in all matters and at all times. I have spent many years working closely with people of many different races, ethnicities, LGBTQIA+ identities, ages, disabilities, spoken languages, and many other differentiating attributes. I am an extrovert and very much a people person. I have spent a considerable amount of time working with DEI matters during my positions as a trustee and elder, online chat moderator, online psychological support group facilitator, and online adjunct instructor.

Please note that my current employment situation is highly malleable, and my schedule can be adjusted to permit me to start work immediately with Armor Health full-time if I am selected for hire while also giving proper notice to my current employer that I will be leaving the company.

I thank you for your time and consideration of me for this position and I greatly look forward to hearing back from you soon!

Sincerely,
Micheil Boggs

Micheil Boggs (first name pronounced like Michael)

Résumé

Volunteer History

2021 – 2024 Online Psychological Support King Avenue United Methodist

Group Facilitator Church of Columbus, Ohio

Duties: I served as assistant facilitator of the group to provide support to group members suffering from a variety of mental health conditions and psychological disabilities. I also helped to lead each meeting and make sure that all members were provided with adequate speaking time.

2000 – 2010 Trustee and Elder First Presbyterian Church of Ashland, Ohio

Duties: I served on the Board of Trustees with my primary duties concerning human resources management, general business management, business finances, community outreach, and congregational support.

Employment History

2023 – Current Online Chat Moderator CloudWorkers

Duties: I moderate chats among users of various websites as are monitored by CloudWorkers. I also monitor the work of other chat moderators on the various sites in order to determine if agents are properly following their duties. Users and coworkers are from countries all over the world, although most primarily speak English. I design English language and grammar charts for the over 1,000 English-speaking chat moderators to remind employees of English language rules.

2010 – Current Author Self-Employed

Duties: I write books on various topics of Christian Theology and Spiritual Formation in addition to fantasy novels based on The Wizard of Oz.

2022 – 2023 Sales Consultant/Tier-1 Tech Support Agent ComServe Wireless – Verizon
of Mansfield, Ohio

Duties: My work concerned the sales of cellular phones and peripherals while also providing technical support for customers. ComServe Wireless is an authorized retailer for Verizon Wireless.

Duties: My primary work-center was in the pharmacy functioning as a certified pharmacy technician; however, I also worked in all other work-centers within the retail store, with being one of the few team members permitted to regularly cover the Electronics Department. I was a team trainer for nearly all work-centers and functioned as the store's employee benefits expert.

2007 – 2009 Adjunct Instructor – Christian Theology Grand Canyon University

Duties: I taught various courses online in Christian Theology, Spiritual Formation, and World Religions.

2003 – 2004 Graduate Teaching Assistant – Biology Youngstown State University

Duties: I taught various courses in the Biological Sciences, including Histology and Anatomy & Physiology.

Educational History

2021 – Current Associate in Arts: Liberal Studies Thomas Edison State University

2021 – Current A.A.S.: Environmental, Safety,
and Security Technologies Thomas Edison State University

2021 – Current A.A.S.: Administrative Studies Thomas Edison State University

2006 – 2008 Master of Divinity Ashland Theological Seminary

2004 – 2006 Master of Arts in Christian Theology Ashland Theological Seminary

2004 – 2006 Graduate Certificate in Bioethics Youngstown State University

2003 – 2006 Master of Science in Biology Youngstown State University

Micheil Boggs ♦ Email: MicheilBoggs@yahoo.com ♦ Phone: (419) 405-5339
Address: 1770 Guelph Line, Guelph, Ontario N1G 5L1, Canada

1998 – 2002	Bachelor of Arts in French Minor-Equivalent in Spanish	Ashland University
1998 – 2002	Bachelor of Science in Biology Minor in Chemistry	Ashland University

Please note that once I complete my final course that will allow me to earn all three of the above-listed associate degrees I will then be registering for the following programs for which I have already completely almost all of the course requirements:

TBD	A.A.S.: Applied Computer Studies	Thomas Edison State University
TBD	A.A.S.: Applied Health Studies	Thomas Edison State University
TBD	Associate in Arts in Human Services	Thomas Edison State University
TBD	Bachelor of Arts in General Studies	Thomas Edison State University
TBD	Bachelor of Arts in English	Thomas Edison State University

Skills

401(k) Retirement Plans	Company/Business	ELISA
Account Management	Management	Employee Benefit Design
ADA	Compounding Medications	Employee Relations
AI	Computer Information	Employment Laws
Anatomy Knowledge	Computer Literacy	English (native level)
Aseptic Technique	Computer Skills	English Grammar
Benefits Administration	Computer/PC Building	Equality
Bioethics	Confidentiality	ETFs
Biology	Copy Editing	Ethics
Budgeting	Creative Writing	FERPA
Business Ethics	Crisis Intervention	FMLA
Business Law	Curriculum Development	Group Benefits
Business Management	Customer Relationship	Healthcare
Business-to-Business	Management	HIPAA
Cash Handling	Customer Service	Human Resources
Chromatography	Customer Support	Instructional Design
Clinical Research	Data Analysis	Intercultural
Code of Ethics	Detail Oriented	Communications
Cold Calling	Diversity	Intercultural Relations
Communication Skills	Document Management	Interpersonal
Community Engagement	Editing	Communication
Community Outreach	EEO	Interpersonal Relations

Investment Portfolios	Microsoft PowerPoint	Relationship Management
Laboratory Experience	Microsoft Windows	Research
Leadership	Microsoft Word	Research Ethics
LGBTQIA+ Communications	Multitasking	Retail Pharmacy
LGBTQIA+ Health	Mutual Funds	Sales
LGBTQIA+ Relations	Non-Fiction Writing	Scheduling
LGBTQIA+ Rights	Online Moderation	Scientific Writing
Linguistics	Online Research	Self-Motivation
Live Chat	Online School	Social Media
Marketing	Oral Communication	Spectroscopy
Medical Ethics	Organization Skills	Study Abroad
Medical Terminology	Pharmacy Technician Experience	Supervising Experience
Mental Health	Physiology Knowledge	Talent Acquisition
Mentoring	Presentation Skills	Teaching/Training
Microscopy	Pricing	Technical Support
Microsoft Excel	Project Management	Typing
Microsoft Office	Psychology	Virtual Communications
Microsoft Outlook	Recruiting	Writing Skills

MICHELLE CHILS, SPHR

Winston-Salem, NC | (813) 410-9271 | mchils82@gmail.com

Professional Summary

Accomplished Director of HR with years of experience in leading organizational human resources through strategic direction in start-ups and mid-sized environments. Specializes in hiring, integrating employees in alignment with company core values, and leveraging expertise in employee training, development, and efficient communication. Proven track record in enhancing performance compliance, fostering a culture of excellence and trust, and collaborating effectively with cross-functional teams. Skilled in staffing processes, talent acquisition, leadership development, and ensuring compliance with labor laws. Provides exceptional interpersonal and communication skills, with a strong ability to influence, negotiate, and drive organizational success.

Skills

- Strategic HR Leadership & Organizational Development
- Talent Acquisition & Retention Strategies
- Employee Training & Development Programs
- Performance Management & Improvement Processes
- Knowledge of National Remote Employee Regulations
- Policy Development & Implementation
- Employee Relations & Engagement
- Benefits Administration & Compensation Planning
- Workforce Planning & Management
- Diversity, Equity, & Inclusion Initiatives
- Interpersonal Skills & Fluent Spanish Communication
- Data-Driven Decision Making & Business Intelligence

Selected Accomplishments

- ✓ **Strategic Leadership in HR:** Directed HR operations at Prevail Legal.ai, implementing strategic HR guidance and data-driven insights that propelled organizational growth and addressed the dynamic needs of a remote startup environment.
- ✓ **Talent Acquisition and Retention:** Engineered and executed comprehensive talent acquisition strategies at Prevail Legal.ai, significantly enhancing the company's ability to attract and retain top-tier remote talent through effective recruitment processes and employer branding.
- ✓ **Policy Development and Compliance:** Played a pivotal role in developing HR policies and procedures, ensuring compliance with employment laws, and achieving SOC2 and ISO certifications at Prevail Legal.ai, setting a benchmark for security and compliance standards.
- ✓ **Employee Development and Engagement:** Spearheaded employee development initiatives at Brightside Health, establishing key relationships and fostering a leadership and career advancement culture through targeted coaching and HR expertise.
- ✓ **Operational Excellence in Healthcare:** Enhanced operational efficiency at Florida Cancer Specialist and Research Institute by implementing business strategies and performance management processes that streamlined organizational goals with employee performance.
- ✓ **Innovative HR Solutions:** Developed a comprehensive employee handbook for PowerPhone, outlining clear policies and procedures that ensured consistency across the remote workforce while negotiating competitive benefits packages.

Work History

Director, People Operations (Head of HR) – Prevail Legal.ai (Remote)

04/2021 to Present

Prevail Legal.ai offers a SaaS platform for AI-assisted legal technology with instant transcripts and synced video for productivity.

- Strategically guided leadership with data insights to foster growth in a dynamic remote start-up environment.
- Developed HR policies focusing on onboarding, performance, and compliance for a distributed workforce of international and domestic team members.
- Coached diverse employees, fostering a culture of excellence and trust across the organization.
- Executed talent acquisition strategies to attract top-tier remote talent through effective recruitment processes.

- Oversaw remote employee benefits and compensation, ensuring competitiveness and alignment with company values.
- Established and managed global Employer of Record (EOR) relationships across multiple countries, ensuring compliance with labor laws and regulations.
- Assisted in obtaining SOC2 and ISO certifications, reinforcing compliance and security for remote operations.
- Facilitated weekly all-hands meetings, promoting open communication and sharing key updates companywide.
- Manages biweekly payroll for employees, contractors, and international staff, along with accounts payable/receivable.
- Successfully oversaw employee stock options and managed tax regulations and payments across all 50 states.

People Operations Manager – Prevail Legal.ai (Remote)

07/2020 to 04/2021 (Promoted)

Human Resource Manager (Contract Role) – PowerPhone (Remote)

02/2020 to 06/2020

PowerPhone, a SaaS startup, enhances 911 centers with software for effective questioning and rapid responder information.

- Developed a comprehensive employee handbook detailing policies/guidelines for consistency across the remote workforce.
- Negotiated with brokers and implemented competitive insurance plans, enhancing benefits for the remote workforce.
- Initiated HR strategies to improve onboarding and support rapid scaling at a SaaS emergency software startup.
- Launched engagement programs to increase employee relations, fostering a cohesive remote work environment.

Senior Human Resource Generalist – Brightside Health (Remote)

11/2017 to 01/2020

Brightside Health is a global remote start-up in the health tech industry specializing in mental health solutions.

- Addressed HR grievances by consulting with stakeholders and applying systematic approaches to resolve issues effectively.
- Implemented new HR procedures aligned with federal laws, ensuring an accountable framework for assessing performance.
- Enhanced project workflows and personnel management, fostering organizational progress and timely completion of tasks.
- Identified performance gaps, supporting career progression and skill enhancement for effective succession planning.

Senior Clinical Manager of Operations – Florida Cancer Specialist & Research Institute

11/2014 to 12/2017

Florida Cancer Specialist & Research Institute is a healthcare organization focused on advancements in cancer research.

- Led a diverse team across two clinics, including medical and administrative staff, promoting teamwork and high morale.
- Developed and implemented business strategies, improving performance management across clinical operations.
- Oversaw integration of operational procedures, ensuring patient care and service delivery in a high-pressure environment.

Previous Work History

Clinical Manager, Operations – Shepherd's Hope Clinic, Orlando, FL – 02/2013 to 11/2014

Emergency Dispatcher – Florida Department of Transportation, Tampa, FL – 05/2011 to 01/2013

Memberships & Affiliations

Member – Society for Human Resource Management (SHRM) – 2021

Member – WorldatWork (Total Rewards Association) – 2023

Technical Skills

Workday | JazzHR | iCIMS | Rippling | Zenefits | Gusto | Lattice | Slack | Traliant | Tettra | Onco | Shortcut | Cerner | Applicant Tracking System | Training Software | Fountain | Lever | Confluence | MS Office | Trello | Google suite | Asana | Salesforce | HRIS System | Carta | Okta | Quickbooks | Payoneer | Bill.com | Paychex | Hubspot | Bonusly | Notion | ADP

Licenses & Certifications

- Certified Technical Recruiter – AIRS – 04/2024
- SPHR Certification – HRCI – 11/2022
- Human Resources Management Certification – WGU – 10/2022
- Diversity, Equity, and Inclusion in the Workplace Certification – University of Florida – 06/2022
- Six Sigma Black Belt Certification in Human Resource – Management and Strategy Institute – 02/2023

Education

Juris Doctorate Degree, Labor & Employment, Concord Law School at Purdue University Global (Remote) – Expected 2027

Bachelor's Degree in Human Resource Management, Western Governors University, Salt Lake City, UT – 10/2022

Michelle Diaz-Guasp

631-383-1911 | mmdiaz12@yahoo.com

WORK EXPERIENCE

Urb-E

Sr. HR Generalist

Westminster, CA (Remote)

February 2022-January 2023

- Managed multi-state payroll; Processed payroll for multiple entities through ADP and PEO (Sequoia).
- Provided weekly overtime reports.
- Tracked PTO
- Processed termination checks in accordance with state and federal laws.
- Onboarded new hires and organized training.
- Prepared offer letters.
- Conducted exit interviews.
- Managed benefit administration; open enrollment, and communicated benefit-related inquiries.
- Reconciled benefit invoices.
- Maintained employee personnel records.
- Submitted background checks and drug screening checks.
- Processed worker's compensation claims.
- Launched HR department from the ground up.
- Developed HR policies and procedures.
- Created HR SOP's
- Created weekly status reports and updated management.
- Updated personnel handbook as needed.
- Improved and identified issues and bugs including outages and account conflicts using G-Suite apps.
- Maintained employee census and organizational chart.

FrankCrum (Temporary Assignment)

HR Generalist

Tampa, FL

November 2019-January 2020

- Managed payroll; Processed bi-weekly payroll through PEO.
- Led recruitment efforts.
- Administered health plans, including enrollment changes and terminations.
- Submitted new background checks and drug screening checks.
- Processed FMLA paperwork.

SNI Companies (Temporary Assignment)

HR Representative

Tampa, FL

September 2019-October 2019

- Initiated background checks in Certiphi.
- Filed employee files onto OnBase.
- Entered yearly evaluations in Workday.

WrapQuest

Accounting Clerk

Tampa, FL

February 2018-April 2019

- Entered invoices and sent them to clients via QuickBooks.
- Processed customer payments.

Manpower (Temporary Assignment)

HR Specialist

Tampa, FL

February 2016-June 2016

- Initiated background investigations and drug testing.
- Issued offer letters.
- Reconciled invoices.
- Led HR audits.

Kaufman Dolowich, & Voluck

HR Coordinator

Woodbury, NY

August 2014-April 2015

- Managed payroll; processed multi-state, semi-monthly payroll for attorneys and staff using Paylocity.

- Processed termination checks in accordance with state and federal laws.
- Updated time cards as needed.
- Answered all payroll and benefit inquiries.
- Posted job openings, screened resumes, and coordinated interview schedules.
- Oversaw onboarding.
- Coordinated new hire orientation.
- Maintained and updated personnel data in HRIS system and employee files.
- Assisted in the administration of benefits, FMLA, and workers' compensation.
- Prepared benefit census reports for managing partners.
- Completed verification of employment forms, and unemployment claims.

Epic Staffing

Recruiter

Melville, NY
August 2012-August 2014

- Full cycle, high volume recruitment for Light Industrial, and General Office positions.
- Processed background test as requested.
- Communicated daily with hiring managers to define hiring needs.
- Maintained Applicant Tracking System.
- Responsible for entering all new branch hires into the payroll system and verified all temporary employees were paid correctly.
- Managed Junior Recruiter.

Ajilon (Temporary Assignment)

HR Coordinator

Medford, NY
February 2012-June 2012

- Placed job postings on various job boards.
- Conducted extensive background checks for all new hires.
- Oversaw onboarding.
- Coordinated monthly CPR training classes.
- Responsible for online learning system; scheduled and assigned all required training, issued user ID and password for new employees.

JKings

HR Assistant

Holtsville, NY
December 2009-August 2011

- Participated in benefits administration which included open enrollment, change reporting, terminations, and Cobra.
- Managed full-cycle recruitment; interviewed, onboarded, and conducted weekly new hire orientation.
- Designed a more efficient new hire orientation.
- Kept the company in compliance with DOT regulations; in 3 months took the company from a 5% compliance rate to 100%.
- Coordinated pre-employment background checks and drug testing.
- Processed all information request forms including employment verification forms, unemployment forms, and vacation requests.
- Represented the company at unemployment hearings.
- Assisted payroll; reviewed timesheets, and entered new hire information.

EDUCATION

SUNY @ Old Westbury

BS in Sociology

Westbury, NY

Skills

Microsoft Office (Excel, PowerPoint Word), ADP, Paylocity, Bilingual (Spanish)

MICHELLE LANDRY LOVVERN

(404) 790-9223 ♦ michellelovvern929@gmail.com ♦ Carrollton, GA ♦ linkedin.com/in/michellelovvern

Summary

Experienced Talent Acquisition Specialist adept at optimizing university relations for over 6 years. Proven in attracting top-tier candidates through strategic campus partnerships and innovative recruitment tactics. Skilled in fostering relationships with academic institutions to cultivate diverse talent pipelines. Effective communicator and collaborator, navigating complex structures to achieve recruitment goals.

Areas of Expertise

- Employer Branding & Marketing
- Full Lifecycle Recruitment
- Stakeholder Management
- Designing and Executing Talent Programs
- Recruitment Data Analytics
- Inclusive Learning and Development
- Cross Functional Project Management

Professional Recruitment Experience

Talent Acquisition Specialist - University Relations

October 2021 - Current

Southwire | Remote

- Orchestrated end-to-end recruitment processes for interns and co-op placements across 50+ locations in the US and Canada
- Managed five business scholars annually as part of the esteemed Southwire Business Leadership Program at the University of West Georgia
- Monitored and delivered regular reports on recruitment metrics, ensuring strict compliance with service level agreements
- Innovatively crafted candidate-centric strategies, elevating their journey through thoughtful care initiatives and talent programs, resulting in heightened offer acceptance rates and improved campus recruitment outcomes
- Utilized LinkedIn Recruiter, Handshake and Referral Campaigns to achieve 90% offer extended rate with an 85% close rate
- Cultivated strong ties with Managing Directors and Employee Resource Groups, fostering internal programs that champion career advancement and inclusivity for diverse talent
- Teamed up with the Marketing Department to sculpt a compelling employer brand, crafting engaging digital content, designing captivating career fair booths, virtual event spaces, and curating dynamic content for the early careers webpage and social media channels

Talent Acquisition Specialist II - Contract

June 2021 - October 2021

New Belgium Brewing | Remote

- Managed the full-cycle recruiting process; screen resumes, evaluate qualification, interview applicants, answer organizational questions, recommend top candidates to the hiring manager, checks references, schedule post-offer/pre-hire testing and onboarding
- Made recommendations on candidate selection, qualification match, organizational fit, salary, etc.
- Ensured compliance with internal policies and procedures and employment laws and regulations
- Assisted with the development of innovative recruiting concepts with the potential to extend, accelerate or otherwise improve hiring efforts
- Developed and managed internal and external relationships; builds and sustains a high-quality, diverse pipeline of candidates

Recruitment Specialist**December 2019 - June 2021**

University of West Georgia | Carrollton, GA

- Provided support to the Associate Director of Employer Relations and Experiential Learning by connecting employers with students
- Managed the execution of all recruiting activities; on-campus interviews, company information sessions, career fairs, and events
- Maintained databases of new and existing corporate contacts
- Worked with employers to develop marketing strategies for employer branding
- Reviewed and approved incoming positions descriptions, ascertaining appropriateness for students and alumni
- Developed and maintained relationships with employers to locate and develop a spectrum of applied work experiences for students
- Oversaw marketing and communication between campus departments
- Maintained resume book processes, resume referral, and other methods of presenting students and alumni to employers

Admissions Recruiter**February 2018 – July 2019**

Kennesaw State University | Kennesaw, GA

- Analyzed data with Director of Admissions to increase enrollment by 3% in total assigned recruiting regions
- Lead informational sessions at college fairs and high schools to recruit prospective students
- Discussed admissions processes with students and families about qualifications and financial planning
- Evaluated applicant admission files, calculated grade point averages, and advised students
- Built relationships with high school counselors
- Gave formal presentations to groups of potential students and family members
- Attended NACAC, GACRAO, and PROBE events

Education**Marketing, Bachelor of Business Administration**

University of West Georgia | Carrollton, GA

- Minor: Studio Art
- Certificate in Advertising

Michelly Gonzalez

Senior Human Resources Generalist

* * *

Human Resources Manager with over 5 years of experience managing comprehensive HR responsibilities, including recruitment, onboarding, payroll, and benefits administration and employee engagement. Proficient in various HR systems like Paycom, ADP, Paychex, Paylocity, and Bamboo HR, and fluent in both English and Spanish, ensuring effective communication across diverse employee groups. Demonstrates exceptional organizational skills, reliable time management, and a strong ability to enhance team productivity and compliance through detailed HR process audits and strategic policy implementation.

WORK EXPERIENCE

Human Resources Manager

Concept Elevator Group LLC , Medley, FL — Oct 2023 - Present

Hiring; Human resources management; Benefits administration; Performance management; Communication processes; Compensation and wage structure; Implementation of new HRIS system; Classifying employees; Employment law; New Hire Orientation; Organization; Leave and Time Off tracking; Weekly Payroll Processing; Personnel Files/New Hire; Onboarding; Eager to apply analytical skills and collaborate effectively to enhance team productivity; Optimized HR processes, enhancing compliance and operational efficiency; other duties assigned or needed.

Human Resources Generalist, USA & Canada

Igenomix USA , Miami, FL — Apr 2022 - Oct 2023

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; Conducts New Hire Orientation; Set up new hires in HR system, Payroll, Navision, and benefit systems; Audit PTO to ensure tracking of time off types is consistent to company policy and adjust balances accordingly; Audit existing employee HR documents, Form I-9 and signature templates; Provide support to employees in various HR-related topics such as leaves and compensation and resolve any issues that may arise; Assist with FMLA and other leaves of absence process; Update payroll records, position transfers, promotions, or terminations in various systems; Ensure all locations are updated with new workplace policies and/or posting requirements; Responsible for offboarding and onboarding employees; Maintains accurate and up-to- date human resource files, records, systems, and documentation; Responsible for the preparation and processing of biweekly payroll; review and ensure accuracy of approved timesheets; track and deduct all garnishments and other special payroll deductions; Effective working relations exist with all levels of staffing. Ensure that Management is appropriately and timely informed of any issues that arise; Always maintain Confidentiality. Ensure that all confidential information is always guarded, and that confidential information is not discussed with anyone other than a cleared team member; Prepares monthly departmental reports upon request. Manages all HRIS platforms; Is the main point of Contact for Human Resources; Performs other duties as assigned as well as previous duties

Human Resources Associate

Igenomix USA, Miami, Florida — JUN 2021 - Present

Assist with recruitment of exceptional talent and tracking open requisitions to ensure hiring timelines are held. Source candidates using a variety of search methods to build a robust candidate pipeline.

Screen candidates by reviewing resumes and job applications and performing phone screenings. Schedules interviews with candidates for departments and follows up to extend offer.

Facilitate new hire onboarding in systems including the receipt of all forms, documents, and signatures. Enter data/documentation into system, securing all files on shared drive, completing Form I- 9 and E-Verify on all new hires in a timely fashion. Preparing and sending out offers through our HR system, including transfers and promotions if needed. Set up new hires in payroll and benefit systems to ensure data is synced and accurate. Conduct new employee orientations and monitors progress of new hire onboarding. Audit PTO to ensure tracking of time off types is consistent to company policy and adjust balances accordingly. Assist in preparation of compliance reports. Audit existing employee HR documents, Form I-9 and signature templates. Create personnel files if needed. Runs pre-payroll by sending manager timekeeping reminders and transferring approvals to payroll. Submit payroll. Update payroll records, position transfers, promotions or terminations in various systems including HR and payroll systems. Reconcile insurance invoices and report any deviations to HRBP and/or Broker team to coordinate the solution. Monitor COBRA notices and ensure records are maintained. Create and Adjust Salary Survey as needed. Ensure all locations are updated with new workplace policies and/or posting requirements. Maintain employee confidence and privacy. Create org charts, and presentations as needed. Provide best-in-class service to internal customers and documents requests accordingly. Look for ways to innovate HR services, and rollout online tools to continuously improve communications.

Human Resources Coordinator

Independent Living Systems, LLC, Miami, Florida — DEC 2019 - JUN 2021

Assistant to the Vice President of Human Resources. Maintain confidential personnel records for more than 800 employees. Assist with all internal and external HR related inquiries and requests. Manages HR internal expenses; processing Invoices, expenses, and booking HR travel/hotels. Assists with internal and external Audits. Assists with HRIS and ATS projects. Assists with migration of employee data from ADP to Paycom. Creates templates and schedules trainings with Paycom for our employees. Assists with new hire onboarding process; initiates self-onboarding via Paycom, hires employees in system; completes onboarding and verification of employment eligibility documents. Conducts verifications of employment, reference checks, and verify I9 documentation. Orders AHCA fingerprints, background checks, drug tests, and conducts reference checks. Assists with New Hire Orientation; and assists applicants through the application process. Assists Recruiter with JD, pre-hire & onboarding process.

Analyze HR trends & deliver strategies, initiatives, and services. Implementation of HR best practices and processes; interpret policies. Ensure new hire documents are completed before start date; troubleshoot any issues. Assists in running reports in ADP & Paycom as needed. Conducts internal audits; completion and keeping employee files up to date. Monitor employment authorizations expiring. Assists with updating Organizational Charts and position seats. Assist department with various initiatives that align with company objectives. Participates in HR meetings and execute initiatives, etc.

Call Center Agent

Independent Living Systems, LLC, Miami, Florida — OCT 2019 - DEC 2019

Assisted members with Meals benefit information. Completed inbound and outbound member and provider calls, courtesy calls, follow-up calls, nutritional assessment, etc. Also completed satisfaction surveys with members. Placed meals orders for members, gave updates and tracking information, and escalated issues with member's orders to the appropriate person.

Research Lab Technician

University of Miami, Miller School of Medicine, Miami, Florida — MAY 2015 - MAY 2019

Assisted scientists in their experiments by helping monitor and record their findings. Ensuring laboratory compliance with applicable safety regulations. Cleaned, sanitized, maintained, and operated lab equipment. Maintained inventory of laboratory equipment and supplies and placed orders in timely fashion.

Sales Associate

Haagen Dazs, Miami Beach, Florida — APR 2012 - JUN 2012

Provided exceptional customer service by providing friendly, courteous, and prompt service to guests. Operated cash register and handled cash transactions correctly. Maintained a clean, sanitary, and attractive shop. Collaborated with other employees to complete various opening and closing procedures. Prepared to explain all products and promotions to customers.

EDUCATION

MBA in Human Resource Management

Nova Southeastern University, Fort Lauderdale — Mar 2023 - Present

Graduating in December 2024

Bachelor of Arts in Psychology

Florida International University, Miami, Florida — Jun 2014 - Jul 2018

Double Major: Bachelor of Arts in Interdisciplinary Studies.

SKILLS

Onboarding	Proficient with Paycom/ADP//Paychex
Team player	Reliable
Candidate Screening	Microsoft Office (Word, Excel, Powerpoint, Outlook)
HRIS and ATS knowledge	Superb interpersonal skills
Excellent Time Management and Organizational Skills	Excellent verbal and written communication skills
Fluent in Spanish	Proficient in Paylocity/Bamboo HR
New hire Orientation	Recruitment
Data accuracy	Payroll processing
Detail Oriented	

LANGUAGES

English	Spanish
<i>Native</i>	<i>Native</i>

Mohammad Salem Edrak

Sterling, Virginia, United States • 571-538-9433 • salem@teamremotely.com

Seasoned Human Resources Manager with a robust background spanning 15 years in devising and implementing comprehensive HR strategies, programs, and policies.

Adept in recruitment, talent acquisition, retention, and HR data analysis. Proven HR Business Analyst with a talent for collecting, analyzing, and interpreting complex data sets to identify actionable insights, trends, and opportunities for process enhancement. Expertise includes employee relations, compensation and benefits administration, and training and development initiatives. Known for exceptional coaching and up-skilling abilities, **boasting an impressive 81% success rate in team development**. Instrumental in achieving significant outcomes, such as a notable 17% increase in employee engagement and **a remarkable 22% reduction in employee turnover**. These achievements underscore my dedication to cultivating a productive and engaged workforce, leveraging both HR management and business analysis expertise.

SKILLS

Employee Relations, Talent Management, Communications, Facilitator, Microsoft Office Suite, Tableau, Power BI, SQL, python, R, Excel advance, BMS, HIRS, CRM, HRD, SHRM, HCM, Multilingual (Fluent in English, Farsi, Pashto| Speak Hindi, Urdu, Arabic)

WORK EXPERIENCE

Washington Flyer| DAT • Dulles Airport, VA, USA • 01/2016 -06/2019, Then back, 01/2022- 12/2023(Present) • Full-time

Human Resources Generalist

- Successfully managed the recruitment process, employee appraisals, compensation, and retention, resulting in a 21% reduction in employee turnover and a 16% increase in employee engagement.
- Supervised employee relations, including engagement and satisfaction, and achieved a 97% satisfaction rate on employee surveys.
- Promoted professional development and talent management and increased the number of employees promoted into leadership positions by 24%.

Search Home Pvt, LTD • Part-time • 08/2019 - 09/2020

Hr Business Analyst

- Successfully reduced employee turnover by 22% by identifying and addressing the root causes of employee dissatisfaction.
- Trained over 117 new hires in the basics of business analytics, empowering them to make data-driven decisions in their roles.

College Of Management • Part-time • 10/2020 - 08/2021

Business Analyst

- Improved financial forecasting accuracy by 13% by developing new forecasting models, leading to better decision making and resource allocation.
- Reduced the average time to fill open positions by 27% by streamlining the recruitment process and using data analysis to identify qualified candidates. This saved the company time and money, and helped to ensure that open positions were filled quickly and efficiently.

T.I.T. Institute • Presidency college • Part-time • 09/2021 - 12/2021

Business analyst Consultant

- Trained over 1700 college-level business students in a variety of courses, including economics, human resource management, business analytic tools (Tableau, Power BI, Python, SQL), Microsoft Office, and exam preparation.
- Achieved a 93% pass rate on exams for students in my courses.

Blue Eyes Logistics Company • US DoD Direct Contractor. • Full-time • 02/2011 - 12/2015

Human Resources Manager

- Developed and implemented a new performance management system that resulted in a 12% increase in employee productivity and engagement.
- Reduced employee turnover by 24% by developing and implementing new employee engagement initiatives, such as regular employee feedback sessions, social events, and professional development opportunities.
- Created a diversity and inclusion council that has developed and implemented several initiatives to promote a more inclusive workplace, such as unconscious bias training for all employees and mentorship programs for employees from underrepresented groups.

Social Welfare NGO • Part-time • 01/2007 - 01/2011

Human Resources Manager

- Increased the number of hires from underrepresented groups by 16% by developing and implementing a more inclusive recruitment process, which included partnering with diversity-focused organizations and unconscious bias training for hiring managers.
- Reduced the average time to fill open positions by 23% by streamlining the recruitment process.
- Improved employee satisfaction by 13% by conducting employee surveys and implementing feedback, such as providing more flexible work arrangements and increasing opportunities for professional development.

Said Jamaludin Education University • Part-time • 01/2001 - 01/2007

Assistant Administrator

- Successfully administered university level courses, managed academic projects, and scheduled conferences for thesis project evaluations, resulting in a 98% satisfaction rate from students and faculty.
- As Head of Department, provided accurate and timely teaching schedules, reviewed payroll and overtime hours to ensure compliance, and managed teachers' academic appraisals and compensation fairly and equitably.

CERTIFICATIONS

Data Analytics Software's course Certifications with live projects

AWS Cloud Practitioner certifications

IT Fundamentals Certifications

Data+ Certifications

Agile Business Analytics Certification

Jira, ALM, SDLC, and Multiple BA Methodologies Certifications

EDUCATION

Master's degree in Business Administration

Bangalore City University

Bachelor of Science Degree in Physics

Parwan University

MONICA ABRAHAM

(715) 370-4927
MMD0926@GMAIL.COM

Skills & Experience

HRIS Proficient
CRM Expertise
High Volume Recruiting
Employee Development
Strategic Planning & Analysis
Performance Management
Recruiting Plan Development
Benefit Administration
Team Collaboration
Change Management
Excellent Communication
Innovative Problem Solver
Report Analysis
Remote Work Proficient
Multi-Level Talent Acquisition
Large Volume Manager

Community Involvement

The Women's Community -
ER Advocate Since 2017

- Respond to Emergency Room calls to provide emotional support and resources to victims of various crimes throughout the entirety of the ER visit.

Elks Lodge 248- Volunteer Since 2022

- Volunteer time at a multitude of community events to assist in securing funds for a variety of needs in our community.

Current Licenses

WI Life Insurance
WI Accident & Health Insurance

Education

University of Wisconsin -
Green Bay
Bachelor's Degree - Social Change

Innovative management and recruiting professional who converts business objectives into accomplishments. Focused specialist who supports companies in the understanding that investing in the right people is every organization's greatest asset. I would like to use my 20 years of proven execution in creative and impactful growth methodologies to support and grow your organization.

Farmers Insurance Group, Wisconsin - Agency Recruiting Specialist

July 2021 - Present

- Execute full cycle recruiting including sourcing, interviewing, licensing, and onboarding.
- Daily expert navigation of multiple HRIS and CRM systems.
- Weekly metric analysis and goal setting of ROI metrics from time to fill roles, percentage of candidates moving through full agency journey and time from first interview to agency open.
- Increased recruiting in Wisconsin by 18%, with a 10% increase in opening new agencies.

Northwestern Mutual-The Fleisner Group, Wausau WI - Director of Recruitment and Selection

May 2019 - June 2021

- Created and executed a full recruiting strategy to increase hiring in multiple Central WI offices by 60% in less than 12 months.
- Developed and executed an effective sourcing strategy, trained my 6 direct reports to hire effectively with this strategy.
- Create and facilitate an effective 6-week onboarding process to prepare candidates for formal company training, increasing retention by 45%.
- Effectively contribute to the Central WI leadership team in future planning, analysis of hiring needs, and development of current financial advisors.

Wausau Supply, Wausau WI (Contract) - Talent Acquisition Specialist

January 2019 - May 2019

- Talent acquisition for 20 different locations and 230 roles nationwide.
- Develop and execute creative sourcing strategies among various platforms.
- Analyze and report on sourcing effectiveness and improving sourcing plans.
- Collaborate with all teams to understand roles for more effective candidate matching.

Starbucks Corporation, Wausau WI — Store and Human Resources Manager

February 2017 - November 2018

- Enhanced profitability by 9% through strategic inventory management, effective employee training, and empowering leadership.
- Talent acquisition, training, and development for 50 associates.
- Served as an empowering leader to foster a positive working environment.
- Use of HRIS systems for scheduling and payroll administration.
- Benefit administration for insurance, FMLA, worker's comp, and other company programs.

Kohl's Department Stores, Plover WI — Store and Human Resources Manager

September 2006 - December 2016

- Cultivated business objectives resulting in sales increases of 6-8% for 4 years consecutively in a multi-million dollar store.
- Facilitated the interviewing, hiring, training, and growth of all 150 store associates to develop the best possible business outcomes in service and sales.
- Designed and implemented company-wide training programs, technology pilot programs, new remodel processes, and talent retention programs.
- Devised and implemented quarterly recognition and motivation programs that increased retention by 40%.
- Use of HRIS systems for payroll administration and scheduling.
- Benefits administration for various company-offered programs

Monica SIMPSON

✉ monica.simpson@faulkner.edu ☎ 3346628479 ⬇ Hoover, AL

PROFILE

Decisive Human Resources Representative performs highly responsible personnel management duties requiring advanced personnel skills and techniques in major functional areas of HR. Establishes and maintains effective working relationships with various operating units to effectively accomplish recruitment, employee records, benefits and management development and training tasks. Consistently exercises initiative and independent judgment and skilled at building and managing interpersonal relationships at all levels to objectively coach employees through complex, difficult and emotional issues.

SKILLS

- Workday
- ServiceNow
- Leave of Absence Transitions
- Excel
- ADP
- Compensation & Benefits
- Powerpoint
- Employee Data Tracking
- Oracle Cloud
- Policy and Procedure Writing
- HR Shared Services
- Procedure Compliance

PROFESSIONAL EXPERIENCE

K Force

May 2023 – present

HR Specialist (HR Shared Services)

Monitors and assists with completion of required pre-hire (background/drug screen checks) and administrative tasks related to the onboarding processes for newly hired teammates.
Meet established production and quality goals/metrics.

Randstad (Contract)

Dec 2022 – May 2023

Customer Success Manager

Meet established production and quality goals/metrics.
Manage time efficiently to meet deadlines and achieve results.
Understand and address customers' concerns, questions, and issues

Aston Carter

Dec 2021 – Dec 2022

HR Specialist

Addressed and resolved general payroll-related inquiries.
Supported HR functions with emphasis on record keeping, data entry and general HR tasks.
Leverages specialized knowledge to support the ER function.

Circle K Corporation

Aug 2017 – Dec 2021

HR Benefits Specialist

Conducted benefits presentations for new hires, individuals and groups of employees.
Explained benefits to plan participants in easy to understand terms in order to educate each on available options.

EDUCATION

Faulkner University

Human Resource Management