
LICHELLE JURADO

8981 SW 142nd Ave Apt 12-212 Miami, FL. 33186 ♦ 305-282-8342 ♦ ljurado182000@gmail.com

SKILLS

- Exceptional interpersonal and negotiation skills
- Excellent verbal and written communication skills
- MS Office proficiency: Excel, Outlook, PowerPoint, OneNote, Access, MS Teams
- Recruiting and performance management skills
- Data entry
- Professional telephone demeanor
- Computer proficient
- Creative problem solving
- Demonstrated collaboration and consultation skills
- Supervisory skills
- Medical terminology knowledge
- Local/state health laws knowledge
- Utilizing job boards: Indeed, CB, Monster, DICE
- Proficient in: ADP Workforce Now, Sage, UltiPro, Workday, JobVite, Timberline, Net Secure, Bombgar, Travis, Enterprise HRMS EV3, Clarify, RSVP, Right Fax CSS reporter, Ariba Buyer, Policies Now, Crystal Reports, Survey Monkey and Payplus/Horizon.
- Bilingual (English/Spanish)
- Type 60+ wpm

WORK HISTORY

Evolent Health,

Talent Solutions Manager/Operations

2018 - Current

- Responsible for the effective resolution of performance management, performance coaching and employee relations situations within an assigned department and/or geography to improve work relationships, build morale, increase productivity and retention.
- Manage and resolve complex employee relation issues and escalate issues appropriately to their manager and/or Legal team for resolution.
- Conducts effective, thorough and objective investigations.
- Serve as the expert for any employment and compliance hotline investigations within assigned departments.
- Develops and maintains in depth knowledge of legal requirements related to day-to-day management of employees, reducing legal risks and ensuring regulatory compliance.
- Works closely with their manager to use data gathered through their role to recommend proactive solutions.
- Drives enterprise-wide Talent and Culture programs to partnership to ensure consistent approach and outstanding executions.
- Adhoc project and program support as needed within the assigned department to support individual department needs.
- Provides HR policy guidance, recruiting, and interpretation for all FL markets.
- Consistently models the company's values and behaviors.
- Performs other duties as assigned/necessary.

MCM, LLC

Senior Human Resources Coordinator

2016 - 2017

- Maintained confidential employee records as they relate to Human Resources including payroll, benefits, and others.
- Accurately processed all employee Status Changes throughout all offices (FL, TX).
- Assisted management and staff with general questions regarding Human Resources policies and procedures.
- Sourced applicants through various methods including advertising, recruiters, job sites, and career fairs.
- Reviewed resumes and qualifications to determine suitability of candidates.
- Proficiently conducts all New Hire Orientations.
- Processed all 401(K) enrollments and changes in contributions, loan deductions, hardship withdrawals, and distribution requests.
- Responsible for monthly carrier billing reconciliation.
- Independently coordinates Health Fair company event.
- Assisted with Open Enrollment company event.
- Attended workshops, events, careers fairs, and/or networking activities to meet with prospective candidates.
- Oversees the entire new hire process and provides assistance.
- Coordinated the termination process to ensure all paperwork is within the guidelines of company policy.
- Ability to delegate responsibility and oversee tasks when appropriate.

United Home Care, Inc.

Human Resources Manager

2015 - 2016

- Responsible for entire HR Administration for corporate headquarters and assisted living facility such as new hire on boarding, compensation, performance evaluations, 401(k), benefits, and terminations.

- Assisted employees with all HR related issues, updated policies, and provided monthly newsletters.
- Ensured timely processing of timecards and accurate disbursements to all employees.
- Managed open enrollment process, verification of employment, and worker's compensation.
- Coordinated/scheduled interviews for potential candidates.
- Coordinated company events (lunch and learns, career fairs, and in-services).
- Worked closely with Case Management & Medicare departments to fill open positions.
- Reconciled monthly health insurance billing.
- Scheduled candidates for interviews, screened resumes, and posted JD's on job boards.
- Assisted in all disciplinary actions and/or terminations.
- Coordinated and updated performance review appraisals.
- Trained necessary staff members.
- Assisted with 600+ home health aides on patient visits.
- Proven successful customer service.

Gables Engineering, Inc.

Human Resources Generalist

2014 - 2015

- Responsible for entire new hire onboarding process.
- Provided onboarding training to all new hires.
- Coordinated all company events.
- Assisted employees with all HR related issues.
- Responsible for carrier reconciliation on a monthly basis.
- Coordinated/scheduled interviews for potential candidates.
- Generated cost reports on a monthly basis.
- Established open enrollment kits for employees and provided benefits trainings.

ADP TotalSource

Implementation Specialist II

2012 - 2014

- Acted as a key liaison and Project Manager between new clients and internal departments to include Sales, 401K, HR, Time and Attendance, Offshore teams and/or 3rd party interfaces.
- Transitioned accounts upon successful completion of implementation.
- Coordinated/scheduled client training.
- Customized and installed ADP Workforce Management Solutions.
- Ensured accuracy of all set ups and provides on-going support to clients.
- Participated in project development, monitoring, and reporting.
- Other duties performed as assigned.

Human Resources Specialist

2007 - 2012

- Provided on-going support to the ADP TotalSource (PEO) and Resource (ASO) clients and field HRBPs on HR compliance sensitive service including handbook and job descriptions, leaves of absence and background investigations, required regulatory postings.
- Provided Harassment Prevention trainings off-site for clients.
- Established internal and external relationships with the HR field staff and other regional departments through problem solving, ownership and continuous follow-up.
- Maintained handbook content by working with Legal Department to update verbiage regularly within client handbooks for compliance purposes.
- Escalated various client requests on a weekly basis to ensure client satisfaction while maintaining service level agreements to both clients and HRBPs overall.
- Administrative: Process payroll and provide phone support to clients, employees and internal staff.

Recruiting Specialist

2004 - 2006

- Managed the entire online job posting team and processes from start to finish.
- Assisted our clients with all Recruiting inquiries and/or requests.
- Assisted our clients with recommendations on their Recruiting needs and attempts to up-sell.
- Sourced talented and diverse candidates through creative methods.
- Conducted phone interviews.
- Reviewed job descriptions to ensure proper advisement format for internet job postings.
- Reconciled service requests.
- Forecasted management and tracking services.
- Managed billing entry daily and monthly adjustments.
- Generated cost reports on a monthly basis.
- Administered/analyzed surveys to clients based on performance & service provided.
- Administered client surveys and percentile.

Resolution Specialist/Call Center Representative

2002 - 2004

- Averaged 65+ inbound calls.
- Responsible for all customer issues/providing resolution in the following areas: Payroll, Insurance benefits, Insurance Claims, FMLA, FSA, HR, and 401(k) plan.
- Responsible for processing Section 1-25 (Qualifying Events: Life Status Changes).
- Trained and assisted others within the service staff as necessary
- Verified current/past verifications of employment.
- Processed all garnishment requests/issues.
- Processed Open Enrollment forms/packages.
- Researched all claims issues such as: contacting provider's office, insurance carriers, to ensure bill processing.

EDUCATION

BA: Business Administration, 12/19

Florida International University - Miami, FL

AA: Arts, December 2015

Miami Dade College

Coursework: HR Functions/ Management Certification – Completion: August 2011

Miami Dade College

Professional Human Resources Certificate – Completion: July 2009

Barry University

CERTIFICATIONS

- BLS and CPR certified