

LOURDES HURTADO

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HUMAN RESOURCES PROFESSIONAL

Extensive background in Human Resources affairs, including experience in employee recruitment and retention, staff development, benefits and compensation, HR records management, HR policies development and legal compliance. I am accustomed to working in fast-paced environment. Strong organizational, analytical, technical and interpersonal skills. Excellent communication skills both written and oral, and comfortable interacting with individuals at executive and non-executive levels. Confident, trustworthy, ethical, detail-oriented and resourceful in task completion. Ability to multitask. Technical skills include: Advanced knowledge of Microsoft Word processing, PowerPoint, Excel (including use of functions and pivot tables. Bilingual with Spanish as a second fluent language.

EDUCATION

Florida International University
Degree: Bachelors in Business

PROFESSIONAL EXPERIENCE

MIAMI LIGHTHOUSE FOR THE BLIND

Human Resources Manager 06/2017 to Present

Responsible for managing the overall human resource functions for the organization. Reporting to the President & CEO and serving on the senior leadership team, the Human Resources Manager assists and advises Miami Lighthouse's managers about Human Resources issues.

- Develops and supports an employee and client-oriented culture that emphasizes quality, continuous improvement, and high performance.
- Manages recruitment efforts to include attracting and retaining qualified candidates, development of job postings, interviewing, administering pre-employment tests, facilitating new-employee orientations and monitoring of introductory periods.
- Maintains records, reporting and personnel files in compliance with federal, state and local laws.
- Develops and updates job descriptions with input from management.
- Thoroughly handling employee grievances, investigations and disciplinary actions.
- Recommends, develops, implements, and updates policies and procedures in the Employee Handbook as needed to ensure compliance with current laws and regulations, and organizational needs and changes.
- Advises members of the management team on employee relations issues and provides guidance for appropriate counseling, coaching or discipline procedures, including terminations.
- Investigates, responds and resolves complaints and concerns from employees in a professional, confidential and timely manner.
- Administers benefits programs and oversees coordination of claims resolution, approval of invoices for payment, and communication of benefits information to employees.
- Develops and implements motivation and recognition programs for staff.
- Collects and provides appropriate employee and volunteer data, or any other HR related information, for grants and contracts.
- Oversees the development and implementation of performance management procedures.
- Coordinates staff trainings to support organizational development.
- Supervises front desk receptionist position.
- Manages the Volunteer Program.
- Coordinate staff trainings to support organizational development.
- Maintains records, reporting and personnel files in compliance with federal, state and local laws.

UNITED STATES MEDICAL SUPPLY

Human Resources Manager 06/2016 to 03/2017

- Develops and administers various human resources plan and procedures for all company personnel.
- Administer and manage company benefits.

- Plans, organizes and controls all activities of the department. Participates in developing department goals, objectives and systems.
- Support managers and associates in consistent interpretation and enforcement of policies, procedures, and company practices, including as related to associate coaching/counseling activities.
- Implements and annually updates the compensation program; rewrites job descriptions as necessary; conducts annual salary surveys and develops merit pool (salary budget); analyzes compensation; monitors the performance evaluation program and revises as necessary.
- Develops, recommends and implements personnel policies and procedures; prepares and maintains handbook on policies and procedures; performs benefits administration to include claims resolution, change reporting, approving invoices for payment, annual re-evaluation of policies for cost-effectiveness, information activities program and cash flow.
- Develops and maintains affirmative action program; files EEO-1 annually; maintains other records, reports and logs to conform to EEO regulations.
- Conducts new-employee orientations; monitors career-path program; new hire benefit orientation and employee relations counseling; conducts exit interviews.
- Establishes and maintains department records and reports. Participates in administrative staff meetings and attends other meetings, such as seminars. Maintains organizational charts and employee directory.
- Evaluates reports, decisions and results of department initiatives in relation to established goals. Recommends new approaches, policies and procedures to effect continual improvements in efficiency of department and services performed.
- Ensures compliance with all federal, state and local employment laws.

BULLET LINE, LLC

Sr Human Resources Generalist, 10/2014 to 06/2016

- Employee relations and communication
- Conduct New Hire Orientation
- Maintain and develop employee benefit records, files and logs.
- Support managers and associates in consistent interpretation and enforcement of policies, procedures, and company practices, including as related to associate coaching/counseling activities.
- Provide high level, positive customer support and service.
- Manage Worker's Compensation claims and communication with the legal team and adjusters.
- Administer employee leave of absence programs including tracking of leave and communications to employees; ensure compliance with Department of Labor standards.
- Conduct New Hire Benefit Orientation
- Process group insurance enrollments covering company employees and their dependants.
- Manage vendor invoices and approve for accounting
- Responsible for ensuring maintenance of personnel files and confidentiality of employee's information and records.
- Provide counsel to management team on employee relations matters and Human Resources issues including but not limited to disciplinary actions, terminations.
- Consult with legal counsel on employment issues as appropriate.
- Investigate employee complaints and take timely appropriate action in accordance with company policy.
- Work with the Human Resources team to coordinate employee recognition functions
- Responsible for processing all unemployment compensation claims and inquires

B/E AEROSPACE, CONSUMABLES MANAGEMENT

Human Resources Specialist, 07-2008 to 01-2014

- ◆ Over see the US, Canada, and Asia on boarding.
- ◆ Conduct New Hire Benefit Orientation
- ◆ Maintain and develop employee benefit records, files and logs.
- ◆ Develop and implement processes and procedures.
- ◆ Assist employees with any questions or concerns
- ◆ Process group insurance enrollments covering company employees and their dependants.
- ◆ Provide counseling and support necessary in dealing with employee relations issues and interpretation/application of employment policies and procedures.
- ◆ Workers Compensation incidents including temporary employees
 - Create and maintain OSHA logs
 - Follow-up with all incidents and trainings
- ◆ Work with management team to develop/coordinate employee development/training program
- ◆ Provide support to management level staff in developing personnel procedures.
- ◆ Develop companywide procedures and policies and update as needed.
- ◆ Conduct Open Enrollment annually
- ◆ Plan, manage, and communicate projects and programs: new computer based programs; employee guide
- ◆ Coordinate and implement employee recognition programs and rewards.
- ◆ Work with management on employee goals
- ◆ Maintain and process all FMLA and Leave of Absence records, payroll and files
- ◆ Update HRIS information regarding employees leaves & W/C
- ◆ Organize annual eye check-up for Quality insurance employees
- ◆ Liaison with corporate benefits regarding, employee questions and concerns
- ◆ Conduct training for managers in various areas
- ◆ Coordinate and generate all pre-employment and random testing: physical and/or drug test
- ◆ Organize annual 401k seminars
- ◆ BE Well Champion for CM facilities
 - Coordinate and implement annual health fairs, health initiative
 - Conduct annual Health Screening