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## PROFESSIONAL SUMMARY

Results-Oriented Senior Human Resources Professional adept to working with leadership to govern processes to enhance business an employee performance. More than 18 years' experience working for a Fortune 100 Organization and Small Businesses in the Finance, Medical, Customer Service, Marketing, Project Management, Insurance, Education, and Hospitality and Restaurant Industries. Experienced in areas of policy development, compliance, performance management, recruitment, payroll administration, taxes, succession planning, forecasting, budget management and benefit administration. Consummate at building consensus with staff and creating an involved workforce that fosters an environment of teamwork and continued growth and development across all areas. **Held Roles throughout my career as a HR Generalist, Manager, HRIS Analyst, Benefit Coordinator, FMLA & ADA Administrator and Payroll Manager.**

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## SKILLS & EXPERIENCE

### Administration & Bookkeeping

Proficient in Microsoft Applications  
Executive Level Assistant  
Client/Customer Record Maintenance  
Database Administration  
QuickBooks  
Budget Analysis  
Cashflow Reports  
Accounts Payables & Receivables  
Credit Analyst/Collections  
Bank Statement Reconciliations  
Financial Statement Report  
Create/Balance Budget  
Schedule of Assets/Asset Reporting  
Petty Cash Management  
Inventory Control  
Office Supply Management  
Trial Balance

### Human Resources & Operations

HR Payroll Manager  
FMLA, ADA, STD, LTD, ERISA  
Employee Performance Reviews  
Payroll Preparation Multi-State  
Employee Management  
Employee Relations  
Employee Development  
HRIS Management  
401 (k) Plan Benefits Coordinator  
Benefit Plan Coordinator  
Full Cycle Recruiting  
Onboarding/Offboarding  
HR Generalist  
Employee Succession Planning  
E-Verify/Garnishments  
Reporting/Queries  
HR System Implementation

### Social Media & Client Support

Client Personal Development  
Search Engine Optimization  
Recruitment via LinkedIn  
Advertising using Instagram  
Creating Facebook CO. Pages  
SWOT Analysis  
Productivity Reports  
Market Research  
Data Analysis  
Website Design via Vistaprint  
Develop Advertising Campaigns  
Email Blasts  
Develop Social Networking  
Business Strategies  
Public Speaking  
Job Fairs  
Publisher Communications

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## PROFESSIONAL HISTORY

### **IPIC ENTERTAINMENT- Payroll Manager (12/2018 to 3/2019)-short term assignment.**

Processed payroll for 2000 multi-state employees in the Restaurant and Hospitality industry. Managed the HRIS ADP. Ensured all personnel information was kept confidential. Entered new hires, salary increases an employee transfers to new locations. Developed earning and deduction codes, audited system, policy development, updated SharePoint, manually calculated retro pay, time and attendance, and signed off on accounts payable.

### **EDISON LEARNING- HRIS, Payroll and Benefits Manager (8/2017-11/2018)**

Integrated the new HRIS after a major Acquisition. HR Manager with extensive background in Payroll Processing, Accounting and Finance. Proficient in HRIS and Benefit Management, Paycom, and Time and Attendance. Liaison between software vendors and the business to ensure adequate functioning and capabilities. Capacity to comply and adhere to HIPPA regulations. Comprehension of FLSA, ACA, SOX, GAAP, an ERISA Compliance. Adept at writing Job Description while restructuring Compensation using benchmarking tools to ensure salaries and merits are in alignment with industry standards and based on performance as well as COLA. Successfully wrote job descriptions and recruitment advertisements. Successful at implementing Performance Management and using 360-degree feedback sessions to improve employee performance and business profits. Comprehension of 401K Administration and Teacher Retirement Systems along with rules and regulations governed by each plan. Proficient at Payroll Taxes as they pertain to each location and how to obtain and verify that each employee is assessed the correct taxes in accordance with their State Law. Successfully implemented PAYCOM and all modules to the business and new companies that were acquired. Trained Management and wrote manuals on how to use each active module in the system. Cleaned the mailbox daily in the HRIS and actioned urgent items immediately. Ensured accurate records were entered in the HRIS database. Provided benefit auditing and seamlessly transferred the STD/LTD insurance from UNUM in the middle of the benefit year. Processed payroll in a timely manner and audited contributions to various employee benefits biweekly. Acted as a collection agent to retrieve funds that were owed to the company by employees. Successfully offboarded two companies from the organization to another business entity which included retrieving two years of confidential data to turn over to the new acquirer and ensuring that the companies were removed from our payroll by the acquisition date. Successfully sent out COBRA notices for all employees involved in the acquisition that had active benefits. Worked with the IRS to remove four liens that were placed on newly acquired facilities now owned by Edison. Entered new hires, terminations, salary increases, bonuses, commissions, wage deductions, garnishments and ensured background checks and drug screenings were processed prior to the employee start date. Processed manual accounting to calculate wages owed for mid payroll terminations or retro pay. Ensured accounts payables/receivables were processed in a timely manner.

### **IMMUNO LABORATORY- Human Resource Manager (2/2017-7/2017) -short term temp assignment.**

Skilled at streamlining processes and workflows that benefit business practices and collaborate with all departments in a professional manner which guarantees implementations are successful and reduce cost while improving ROI for the Organization. Successfully managed the HR Department and supervised 3 administrative employees. Utilized the ADP System with EZ Labor to process biweekly payroll. Worked with the benefits broker to ensure monthly payments were made for employee coverage. Analyzed the market search provided by the broker to ensure we had the most cost-effective insurance plans for the employees and company. Provided full cycle recruiting, on-boarding, off-boarding, wrote effective job advertisements and utilized social media platforms to find the best fit employees for open positions. Resolved employee relation issues in a timely manner and provided coaching to managers on how to provide 360-degree feedback and productive action plans to enhance employee performance. Managed all account payables/receivables. Authorized to write and sign for checks up to \$2500.00. Accurate bookkeeping, monthly processing of the P&L statement and provided reports for management to analyze business trends. Monitored all time and attendance and represented data in a financial aspect for the accounting department on a monthly basis.

## **AMERICAN EXPRESS-CRM Human Resource Manager (10/2000-1/2017)**

Results-oriented and highly efficient manager in Human Resource Employee Training, Management, Employee Relations, Retention, Grievances, Succession Planning, Payroll, Benefits, LMS, and HRIS. Professional communicator who excels at building relationships and recruiting at all Organizational Levels. Thrived at utilizing these skills at American Express to hire the best candidates for employment in the Credit, Customer Service, Finance, IT, Project Management and Business Analyst Departments Domestically and Globally. These employees were conducive at expanding the success of the brand and helped increase our presence in the Global Market. Automated a process which doubled customer satisfaction and resulted in American Express being rated number one in Card Services by JD Powers for 7 consecutive years. Held several positions throughout my 17 years of employment at Amex as a HR Generalist, Benefit Coordinator, HR Trainer, Payroll Processor, FMLA Manager, and Manager of HR CRM. Ensured all onboarding was processed in a timely manner and oversaw payroll for employees under my supervision. Participated in Board Meetings with C Level Executives and CEO (Ken Chenault) regarding Succession Planning, Business Strategies, New Markets, etc. Worked with employees to implement diversity groups to embrace cultural differences. Interviewed candidates in a group panel for Management Positions both internally and externally utilizing the **S.T.A.R.** Process. Successfully strategized with key leadership teams to implement the planning and integration of moving business units globally and transitioning from the current facility. Participated in benefit enrollment, quarterly surveys, mentoring programs, and the development of new software with IT to increase customer satisfaction. Lead the implementation of the LGBT and CNT Team Groups to join the diversity programs supported by the company. Oversaw Philanthropic Activities like Habitat for Humanity and the yearly Cancer Walk. Active member of the mentorship team that developed programs to help employees gain new skills and progress in their career. Reviewed annual compensation, incentives, and total rewards. Reviewed expense reports and effectively maintained yearly budget for the HR Department. Authorized event planning with funds that were allotted for employee engagement and customer appreciation. Conducted several in depth research on employee absenteeism, product development, customer satisfaction, and Brand Loyalty.

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## **EDUCATION**

- ❖ **Keiser University- Fort Lauderdale, Florida**
- ❖ **MBA: Organizational Leadership, 2013**
- ❖ **Bachelor of Arts: Business Management 2010**

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- ❖ **Technical and Leadership Skills** Microsoft Word, Excel, PowerPoint, Publisher, Access, Google Docs, Google Sway, GoToMeeting, IMO, Skype, Sales-Force, V-lookup, Pivot Tables, Agile, Scrum, SDLC, UltiPro, QuickBooks, ADP, Flow Charts, ATS, Project Management, Conflict Resolution, Decision Making, Time Management, Leadership, Adaptability, Compensation, Writing Hybrid Job Descriptions, Communication, Data Analysis, SEO Marketing, Bookkeeping, Intermediate Accounting and Computer Language, Public Speaking and Six Sigma.
  - ❖ **Key Accomplishments:** ➤ Yellow Belt in Six Sigma ➤ Licensed Notary for State of Florida ➤ SHRM Policy Advocate and Member ➤ Training Certificate in Payroll, Benefits, HRIS, and Compensation ➤ Lead Employee at American Express for 17 years