**Ashley Franco**

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https://[linkedin.com/in/ashley-franco-8ab850a5](https://www.linkedin.com/in/ashley-franco-8ab850a5?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3BLZfj8RVyQ5qPcMROwzQ9ZQ%3D%3D)

**Experienced Human Resources Manager**

Exceptionally trained and results-oriented Human Resources professional with more than nine years of progressive experience leading and directing diverse enterprise operations. Accomplished team leader with expertise in workforce planning, recruitment and retention, employee relations, and compensation administration. Proven results with top level companies; ability to forge strong business partnerships, provide cost effective, cutting edge solutions to optimize employee and business performance. Demonstrated technical proficiencies in Microsoft Office Suite, ShiftPlanning, ADP Payroll, IRAS, SOAR, KIS, eCR, SurveyMonkey, E-Verify, New Hire Reporting, DCF website and more. ***Proven expertise in:***

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| --- | --- |
| * Employee Recruitment & Retention * Organizational Strategic Planning * Process Improvements & Optimization | * State & Federal Labor Laws & Regulations * Quality Assurance & Control * Notary Public State of Florida |

**Professional Experience**

Better Way of Miami, Inc., Miami, Florida

**Human Resources Director/Compliance Officer**, 12/2013–Present

Direct the full scope of human resources initiatives for up to 85 employees including recruitment, onboarding and training, credentialing, and terminations. Oversee the development, implementation, interpretation, and revision of agency wide policies and procedures. Collate records and assist organizational leaders in the generation of contracts, grants, and legal documentation. Administer and maintain accurate records of all staff training requirements and activities. Serve as Incident Coordinator for IRAS to document critical agency incidents. Instrumental in maintaining CARF accreditation through the implementation and adherence to the higher quality standards set forth by CARF.

* Spearheaded the implementation and utilization of ShiftingPlanning/Humanity; as a result this system has reduced unnecessary upgrade expenditures and greatly improved timekeeping accuracy.
* Co-Chair monthly Board of Director’s and Continuous Quality Assurance meetings; collate, analyze and present data trends and troubleshoot enterprise challenges to improve client retention.
* Converted all personnel files and sensitive documentation to a digital format, securely stored on our protected server.

Centurion Security Group, LLC., Miami, Florida

**Administrator/Human Resources Director**, 12/2012 – 11/2013

Executed all human resources processes with an astute awareness for effective and efficient operations. Streamlined organizational documentation processes by implementing, maintaining, and securing virtual filing systems. Developed an Employee Handbook and new hire documentation and training; administered onboarding strategies to quickly assimilate employees to the organization. Executed all operations associated with payroll, scheduling, and credentialing with a keen emphasis on meeting performance measures to achieve enterprise objectives. Orchestrated companywide functions to train the staff to improve job performance, inform of new procedures regarding timekeeping and office policies. Attained valuable feedback from staff members to help improve employee/customer relations.

* Fully executed the launch of this startup enterprise; managed the full scope of operations including human resources functions, financial management (invoicing/billing, accounts payable and receivable), supervised field based employees, and provided administrative oversight for all day-to-day operations to ensure effective, efficient delivery of services.

Airborne Security & Protective Services, Hollywood, Florida

**Human Resources/Payroll Manager**, 11/2011 – 12/2012

Administered broad scope of human resources functions with an emphasis on optimizing personnel and enterprise performance. Strategically managed and guided operations for 150 employees including the administration of payroll processing and resolutions to ensure timely delivery of funds to employees. Launched systems and processes to accurately and safely maintain proprietary documents. Executed companywide events for up to 150 employees to facilitate ongoing professional development improving organizational practices and employee/customer relations. Provided prompt, professional dispatch to resolve employee coverage concerns in order to maintain seamless delivery of services to customers and clients. Served as Compliance Officer to identify compliance issues and immediately remedy them.

* Project managed large scale events including the 2012 takeover of The Setai Hotel on Miami Beach from corporate management and returning control to the owner.

Kent Security, Palm Beach, Florida

**Human Resources Manager**, 2/2010 – 12/2010

Managed initiatives associated with hiring, training, compensation and benefits, credentialing and off-boarding for over 600 employees. Maintained accurate inventory counts to ensure adequate availability of uniforms and supplies to conduct daily business. Troubleshooted payroll concerns to ensure timely resolution and payment to employees. Served as Office Manager in the absence of other enterprise leadership.

* Reverse previous trends and practices negatively impacting employee and company performance; acquired exceptional proficiency in managing, allocating, and effectively utilizing human resources to execute high-performance operations.

*Additional Experience as* ***Department Manager/Head Cashier*** *at Jo-Ann Fabrics,* ***Department/Night Manager*** *at Macy’s West,* ***Bridal Consultant*** *at Macy’s at the Falls,* ***Supervisor of Sales and Inventory*** *at Philippe Marques*

**Educational Credentials**

**Bachelor of Arts in Psychology** (2017)

Florida International University – Miami, Florida

**Associate of Liberal Arts in Psychology (with Honors)** (2012)

Miami Dade College – Miami, Florida

**Professional Associations**

Society for Human Resource Management

Coast Guard Auxiliary

Psi Chi Honor Society

**Publication**

* 1. **Franco, A. (2003). Human Frailties. Online: 1st Books.**
  2. **Franco, A. “Tabetha the Iguana.” (*Albuquerque, NM)*. 1998**