**Grace B. Roque**

**Human Resources Profile**

Results-oriented, hands on human resources professional.  Possessing excellent interpersonal and written communication skills with the ability to relate effectively to personnel at all levels within the organization.

A highly organized and decisive individual with strong problem-solving capabilities.

**HR competencies include:**

* Staffing, Recruitment, Interviewing
* New Hire Orientation
* Organizational Development
* Compensation & Benefits Administration
* Grievance & Conflict Resolution
* Policy Development and Compliance Implementation
* Kronos and Oracle knowledge
* Peoplesoft and Taleo knowledge

**Professional Experience**

*Confidential*

**Director of Human Resources April 2018 – Present**

* Analyzes wage and salary reports and data to determine competitive compensation plan.
* Prepares personnel forecast to project employment needs.
* Writes directives advising department managers of company policy regarding equal employment opportunities, compensation, and employee benefits.
* Consults legal counsel to ensure that policies comply with federal and state law.
* Develops and maintains a human resources system that meets top management information needs.
* Oversees the analysis, maintenance, and communication of records required by law or local governing bodies, or other departments in the organization.
* Studies legislation, arbitration decisions, and collective bargaining contracts to assess industry trends.
* Represents management in negotiating collective bargaining agreements.
* Writes and delivers presentations to corporate officers or government officials regarding human resources policies and practices.

**Select Specialty Hospital**

**Miami, FL**

**Human Resource Administrator May 2011 to November 2017**

* Performance Management - Manages the Human Resources Department
* Licensing, Certifying, and Accreditation - Coordinates activities to comply with licensing, certifying, and accrediting bodies.
* Human Resources Policies and Procedures - Administers HR policies and procedures
* Wage/Salary and Payroll Administration
* Recruitment
* Employee Engagement and Retention
* Training and Development
* Kronos and Oracle daily operations

**PTS Coral Gables, FL                         
Human Resource Specialist** **August 2008 to July 2011**

* Policy Development and Compliance with ISO Implementation
* Maintenance of personnel records
* Develop, recommend and implement HR policies and procedures
* Establish and maintain recruiting and placement procedures
* Identify legal requirements and government reporting regulations affecting the Human Resources function (e.g. OSHA, EEO, ERISA, Wage & Hour)
* Approve recommendations for terminations and advise management on appropriate actions.
* Maintain Employee Handbook
* Maintain Employee Training Records
* Maintain Training and Development  Process
* Coordinate yearly Performance Appraisals
* In charge of hiring needs for all departments

**Continental Real Estate Companies                       
Coral Gables, FL**  
**Corporate Office/HR Manager January 2006 to August 2008**

* Responsible for day to day operations of the office
* Responsible directly and indirectly with other managers and supervise workflow of administrative staff Payroll
* HR/ Employee relations
* Employee Insurance enrollment and support
* Employment ads and Recruiting
* IT operations

**Ocean Club Condo Association**   
**Key Biscayne, FL**  
**Human Resources and  
Compliance Manager December 2004 to January 2006**

* Responsible for all HR functions
* Employee insurance enrollment and support
* HR/Employee relations for all employees (over 100)
* Recruiting and Staffing
* IT Operations
* Liaison between members and management

**Seratech Specialty Pharmacy (Out of Business)**   
**South Miami, FL**  
**Human Resources/Business Manager November 2002 to December 2004**

* Responsible for all day to day HR operations
* Provide support to all employees including payroll, benefits, 401K, etc.
* Supervised Medical Records Division
* Managed HR budget
* Vendor relations

**Optioncare, Inc.**   
**Miramar, FL**

**Staffing Coordinator and Medical Records Manager May 1997 to November 2002**

* Provide all staffing coordination of patient care
* Assist Case Managers in implementation of coordination of care
* Assist in the monitoring of authorization services
* Oversee the Medical Records filing system in order to provide accurate dispensing of reimbursable visits.
* Assist in the day to day staffing functions including payroll, analyzing and preparation of month end reports
* Oversee office budget

**Education**

**University of Miami**: Coral Gables FL  
**Bachelor in Economics and Business Administration**

**Bilingual:** English / Spanish