Monique Ramirez

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Profile

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ilingual, professional with strong business and management acumen; a dynamic business partner who employs a creative and flexible approach to providing the best support for the organization and its culture.

Professional Experience

BILL USSERY MOTORS – Coral Gables, FL

HR Manager, 2014 to Present

Responsible for the daily operations of the HR Department across 3 locations in South Florida, supporting over 498 employees, duties include:

* Support and manage the employee lifecycle (Recruitment, interviewing, on-boarding, performance, termination).
* Increased department efficiency 30% by upgrading HRIS, Payroll, Benefits and Time & Attendance systems, saving approximately $35,000 per year in overhead costs.
  + Launched and administer the implementation of paperless time off systems company wide
  + Launched and manage new payroll system and system upgrades including departmental training on the new systems
  + Responsible for paperless benefit administration, open enrollment for all benefits offered (health, dental, vision, life, STD, LTD, Voluntary benefits, 401(k), Cobra, FMLA, leave of absence, etc.
* Organizational Consulting and Coaching at all levels
  + Work closely with Managers and Supervisors to properly staff, on-board and train personnel
  + Strategic planning, employee engagement, process improvement, succession planning, etc.
* Job descriptions, performance improvement, professional development plans, training and development. Work closely with Management Team in coaching sales staff in meeting KPIs.
* Handle all Worker’s Compensation Claims
* Maintain current HR knowledge and advise management on compliance and risk factors.
* Manage investigations, disciplinary actions and grievance matters consistent with the organization’s culture and vision.
* Culture
  + Provide leadership to address diversity and inclusion issues, shifting priorities, etc.
  + Support the maintenance and increase of excellence for all employees to maintain position as the Best of the Best in the Nation and Region as well as Best Place to Work

ADVANTAGE GOLF CARS, INC. – Miami, FL

Director of Human Resources, 2013 to 2014

Highly involved role as a member of the organization’ s senior management team, responsible for aligning, building, and driving the HR initiatives with the organization’s overall strategic objectives. Broad HR business partner with a strong working knowledge in all HR areas. Responsible for over 9 locations across South East and Northern Florida. Duties include:

* Worked closely with General and Branch Managers to provide support in strategic talent acquisition, labor relations, staffing, training and development, safety and health, enforcing the human resources objectives across the organization.
* Compensation and benefit administration. Managed the implementation and continuation of the HR and Benefit Information Systems and all record keeping for the company.
* Maintained current HR knowledge and advise management on compliance and risk factors.
* Managed investigations, disciplinary actions and grievance matters consistent with the organization’s culture and vision.
* Developed, implemented and maintained HR policies and procedures. Implemented an employee handbook and a comprehensive policy and procedure reference book. Deliver the training for management ensuring effective communication to team at large.

Professional Experience (continued)

ACCELLER, INC. – Miami, FL

HR and Office Manager, 2008 to 2013

Responsible for development and delivery of people management strategies, supporting the organization’s overall strategic objectives and administration of the overall Human Resource function for the organization across multiple locations, states and countries. Also responsible for the overall management of the office administration in multiple states by maintaining administrative efficiencies, supervising office staff and managing executive calendars. Duties include:

* Worked closely with General Counsel on legal matters, mitigating risks, developing policies, procedures, and employment law issues.
* Compensation and benefit administration, negotiated renewal rates with broker, saving over $250,000 in annual premiums.
* Maintained current HR knowledge and advise management on compliance and risk factors.
* Managed investigations, disciplinary actions and grievance matters consistent with the organization’s culture and vision.
* Develop, implement and maintain HR policies and procedures. Ensure the handbook and code of conduct is comprehensive and reflective of the culture. Deliver the training for management ensuring effective communication to team at large.
* Managed the implementation and continuation of the HR and Benefit Information Systems and all record keeping for the company.
* Managed office administration, supervision of office staff and all responsibilities and accountabilities.
* Provide support to the CEO; schedule appointments, travel, and personal matters.
* Organize board meetings, review meeting notes and prepare meeting minutes.
* Track office expenses, working closely with other departments to maintain budget.
* Responsible for all company event management and coordination including meetings on and offsite, annual summit, holiday party and team building events such as the corporate run and lunch & learns.
* Responsible for overall property management, company liaison with the landlord, vendors, and clients.
* Designed, implemented, and managed the company wide wellness initiative.

Education

University of Phoenix

Graduation: June 2020

Bachelor of Science, Business Administration and Human Resources Management

HRCI

**Professional in Human Resources Certification**

Notary Public

Technology Summary

MS Office 2010 (Word, Excel, PowerPoint, Visio) ⚫HRIS⚫Intranet/Confluence⚫ Windows7⚫ ⚫Intacct⚫QuickBooks⚫ADP PC Payroll⚫ADP Workforce⚫Report Smith⚫Google Docs⚫NetStar⚫CDK⚫Medallia