**Dario A. Hoyos**

**Pembroke Pines, FL 33027 |** [**Dario.hoyos@gmail.com**](mailto:Dario.hoyos@gmail.com) **| 954-380-1354**

**HR Professional- Human Resources Manager**

Innovative and dedicated Human Resources professional with more than ten years of expertise in employee relations, employee engagement, FMLA administration, leaves of absence, and in providing advice and counsel to managers and employees on policies and procedures. Recognized as an effective career coach to a millennial workforce using effective communications. Well-versed in workforce planning and strategy development, and in recruiting, interviewing, and job offers. Quick to identify, cultivate, solicit, and manage strategic relationships resulting in building a high-performance workforce. A visionary planner with the skillset to provide creative, innovative, enthusiastic, and forward-thinking leadership in a team environment. Outstanding written and verbal communication skills.

**CORE COMPETENCIES**

MS Office Suite | BambooHR | Paylocity | ADP | Ceridian | Windows/Mac OS | Multilingual | Employment Laws & Practices (ADA, FMLA, FLSA, Title VII, and Workers Comp) | Employee Relations & Investigations | Manager Coaching & Development | HR Policy Advice & Counsel | Organization | Record Keeping | HR Strategic Planning & Development | Prioritization | Communications | Maintaining Confidentiality | Flexibility | Working Proactively & Independently | Deadline-Oriented | Time Management | Optimistic Attitude | Building Relationships | Member of SHRM

**PROFESSIONAL EXPERIENCE**

**First Data Corp, Coral Springs, FL | Global Security-Human Resources** 07/2018- Current

* Responsible for the administration of Global (North America, Europe, India, South Korea, Argentina, Brazil and the Dominican Republic) pre-employment verification of all on-boarding First Data new hires and contingent workers (Contractors).
* Scheduling and administering drug tests as part of the US pre-employment onboarding (Urine and hair drug tests).
* Reviewing, analyzing and adjudicating results in the applicant’s pre-employment file with formal notes and documentation.
* Communicating with First Data hiring managers, recruiters and contingent worker vendors on background check/ drug test results and recommending pass/fail for pre- employment onboarding.
* Providing professional customer service and confidentiality to all involved parties (applicants, managers, recruiters) regarding investigation and explaining results as needed to applicants.

**WORLDMEDIA INTERACTIVE, Miami, FL | Human Resources Manager** 02/2017 – 07/2018

* Designed and managed the HR department at Worldmedia Interactive as I was their first onsite HR manager. This includes implementing HR processes and systems for the daily HR operations at Worlmedia. This includes sourcing an HR information system (BambooHR) for employee onboarding, employee documents, recruiting, PTO tracking, employee engagement, centralized benefits site and developing efficiencies in converting to paperless.
* Designed and implemented a brand-new employee handbook and rewrote all company job descriptions and the redesigning company pay scales according to SHRM standards.
* Ensured new employee onboarding to be engaging and positive. Making sure all new hires had their work stations laptops and email setup with IT, ID badges ready, processing of I9 and W4 forms.
* Main point of contact in managing visa sponsorship of high skilled talent within the company. Working with employee and immigration attorney on making sure the procurement of documents for visa sponsorship are correct and in order.
* Provided daily HR resources to 70 employees across a multi-state/site organization, while providing outstanding customer service, and providing a confidential open-door policy for all to discuss personal development coaching and HR matters.
* Managed preprocess payroll schedules and audits prior to submitting to payroll for processing. Ensuring all benefit deductions are accounted for and the accrual of new hire PTO. This includes providing customer service questions regarding payroll matters to all employees in a confidential setting.
* Provided HR guidance to management and the executive team on all HR matters regarding recruiting, employee relations, coaching, onboarding and processed terminations.
* Responsible in ensuring compliance with State/Federal employment-related statutes including FLSA, EEO, unemployment hearings, employee record keeping and serving as the first point in contact for all HR inquiries.
* Managing HR payables and monthly HR expense reporting on all vendors, benefits (medical, vision, dental, 401k, Short/Long Term Disability and EAP) and HR engagement expenses to accounting for monthly reconciliation. This includes in assisting with W2 related questions to all employees.
* Managed all full cycle recruiting for digital agency positions.
* Main cheerleader on providing a positive and healthy work environment while promoting company initiatives, culture and values while building positive rapport with all employees. Overall goal is to mitigate turnover, embracing positive work culture and embracing creativity.
* Significantly reduced recruitment fees by controlling candidate searches; saved hundreds of dollars a month on job postings by implementing an applicant tracking system and posting on recruitment websites.

**THE RECON GROUP, Miami, FL | Human Resources** 07/2016 – 12/2016

* Provided HR support and outstanding customer service for a technology firm, operating across multiple US States, Canada and the Russian Federation with 500 employees; tasked with full cycle payroll for US (Paylocity) and Canada (Payworks.ca). This includes foreign exchange payroll conversions, and quarterly bonuses for 350 employees; and served as the first point of contact for payroll-related questions pertaining to salaries, deductions, PTO, commissions, and bonuses.
* Discussing with management on all new job offer letters, terminations letters and conducted terminations via conference call with site manager present with employee in a professional and dignified manner.
* Managed payroll policies and procedures; processing of wage garnishment orders; and responded US State and Canada unemployment claims.
* Responsible for reviewing timesheets and communicating with managers on time sheet approvals. This includes FLSA compliance, time sheet audits, FMLA, and Canadian ESA-2000 laws.
* Managed HRIS/payroll system (Paylocity) data, recruitment, screenings, interviews, and job offers active monthly open requisitions.

**Selected Contributions:**

* Partnered with the CFO in the preparation of payroll-related communications; processed payroll scanning and electronic verifications; and produced HR audit reports to identify/repair variances.
* Served as the first point of contact for employee relation questions/concerns, for advising managers and employees; and for employee workplace investigations.
* Served as the single point of contact for all HR matters when HR director resigned due to CFO replacement.

**STATE OF FLORIDA, Miami, FL | Human Resources Administrator** 07/2015 – 07/2016

* Managed payroll processing and status change form updates for 800+ court employees, 125 of whom were County and State Court Judges.
* Provided customer service to employee questions and HR matters with in 1 business or less.
* Main point of contact for support staff and responsible for court training schedules, employee relations, new hire orientation with review of benefits, interview panel and terminations.
* Responsible for database management for current/former employees; tracked employee turnover, and new applicants.
* Completed class specifications for job organizational codes; collected/analyzed workforce information data for report generation to specific departments and agencies; and led the full cycle recruiting and selection process.

**Selected Contribution:**

* Directed the preparation of job announcements and assisted managers in candidate selection.

**AETNA, Plantation, FL | Human Resources FMLA Leave Manager** 10/2011 – 07/2015

* FMLA leave of absence case manager and subject matter expert. In charge with the scheduling and tracking of FMLA and unpaid LOA benefits servicing 450+ employees nationwide (USA). This includes, the review and adjudication of FMLA forms and determining eligibility of benefits and provided customer service and coaching for questions related to FMLA and unpaid LOA.
* Responsible for addressing FMLA and unpaid LOA inquiries and researching benefits on a case by case basis. Acting as a liasion between employees, management, and HR in discussing eligibility, determining leave length and investigating FMLA fraud. Documenting all medical notes consulting with medical professionals and adjudicating files in accordance to FMLA and HIPPA.

**Selected Contribution:**

* Implemented efficient process improvements for FMLA processing times and conducting round table meeting to share case stories and gaining learning opportunities in providing excellent customer service.

**Human Resources Consultant- Independent Contractor** 06/2009 – 09/2011

* Provided human resource services to local small businesses in the Miami/ Ft. Lauderdale metro area.
* Specializing in HR consulting services in HR compliance, I-9 audits, HR file system setup, employee handbooks, recruiting, screening, new employee onboarding and new employee orientations.

**Selected Contribution:**

* Offered small business owners human resources solutions to their HR needs. Trained small business proprietors on employee retention and employee relation practices.
* Guided employers on proper HR documentation practices for employee performance and documentation for corrective action purposes.

**Regent’s University: London, United Kingdom** 01/2008- 05/2009

* Fulltime MBA Student specializing in International Business Management in London, a global financial and international trade hub. MBA coursework based on a global perspective and international practices. Interned at a major London events and travel agency that serves corporate clients in the United Kingdom and the European Union.

**UniqueWorld Global Destinations: London, United Kingdom | MBA Intern** 02/2008- 05/2009

**FORT LAUDERDALE HARLEY DAVIDSON: Ft. Lauderdale, FL | Human Resources/Benefits Administrator** 09/2006 – 11/2007

* Provided HR/Benefits administration for 300 employees across five dealership locations throughout South Florida; administered company benefit programs including enrollments, terminations, and changes; and reviewed/validated new hire reports after 90 days of employment for benefit package distribution.
* Charged with maintaining employee files, record keeping, and status change updates on new hires, promotions and terminations; administered COBRA benefits using the Ceridian system.
* Monitored employee 90-day reviews and helped in data collection for mid-/end-year performance reviews.

**Selected Contribution:**

* Helped employees with benefit questions related to healthcare, EAP, retirement, 401k plans, FMLA, and LOA; tracked and monitored HR-related questions and provided solutions to employee requests; and oversaw open enrollments and benefit questions to all employee and provided cost/benefit comparisons.

**EDUCATION**

**Master of Science, Human Resource Management** – Florida International University, Miami, FL

SHRM Accredited (Currently Studying for SHRM-CP Exam)

**Master’s in business administration, International Business** – Regents University London, London, UK

**Bachelor of Arts, Business Administration/Human Resources Management** – American Continental University, Weston, FL