**Victoria A. Cooper**

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**Objective**

I am an efficient Human Resources Professional with expertise in developing and implementing HR plans and procedures smoothly and with little guidance. A strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. I am also able to juggle multiple priorities and meet tight deadlines without compromising quality.

**Experience**

***Marriott Vacations Worldwide***

***Regional HR Director June 2017-Present***

* Implement and maintain the company's labor relations programs, policies, and procedures.
* Ensures satisfactory labor-management relations and helps interpret collective bargaining agreements.
* Lead grievance procedures including arbitrations and assists all levels of management on labor matters. Reporting to the head of a unit/department.
* Manage through subordinate managers and professionals in larger groups of moderate complexity.
* Provide input to strategic decisions that affect the functional area of responsibility.
* Give input into developing the budget.
* Resolve escalated issues arising from operations and requiring coordination with other departments.
* Resolve employees' issues and handling complaints to protect the general interests.
* Evaluate the success of the implementation of new HR programs.
* Develop and ensure healthy work relationships and a supportive atmosphere at the workplace.
* Provision of advice for department managers on how to deal with employees, most of all in extraordinary situations.
* Conduct research on labor laws, healthcare regulations, best practices etc.
* Lead negotiations between the organization and employees.

***Jackson Health System***

***Talent Acquisition Director September 2016-June 2017***

* Processed all internal transfers including demotions and promotions, status, shift, job code changes and/or department transfers using Lawson in a timely manner.
* Built a pipeline of candidates and maintain relationships with qualified candidates and contacts.
* Worked closely with hiring managers, to participate in planning activities to determine hiring needs, trends, and recruiting strategies.
* Regular follow up with the respective hiring managers and candidates to ensure timeliness of recruitment process.
* Conduct training sessions throughout the organization to promote compliance and understanding of equal opportunity and diversity issues.
* Aggressively supported and adapted to company’s changing needs to increase work force from 150 to 450 people in 2-month period due to merging conditions, implementing internal promotions, full cycle recruitment, job fairs, university networks.
* Attended conferences, association meetings, job fairs, and other networking events to build relationships, promote the firm, and develop an understanding of the regional employment market.
* Worked cooperatively with all members of the Recruitment team to develop and implement staffing plans and activities. Visits hiring-manager departments, as needed to develop a thorough understanding of the department culture and uses that understandings to help candidates fully in the development of ongoing creative and cost-effective sourcing strategies.
* Demonstrated knowledge in employee relations, compensation, recruitment, benefits and performance management. Interpreted and administered FMLA, FLSA, ADA, EEOC and HIPAA guidelines. Investigate discrimination complaints.
* Assisted Payroll with processing for non-productive time and coding and inputting time into Kronos and updating Lawson for employees to be properly paid.
* Assisted and respond to emails regarding missed punches, time, leave requests etc.
* Assist Worker's Compensation with claim tracking, compliance, reporting and maintenance to ensure proper payment and perform necessary follow ups. Partner with Workers’ Compensation third-party administrator to close claims within an acceptable time frame
* Updated Worker’s Compensation Spreadsheet and Tracking Reimbursements on Excel. Process flips and/or vouchers if applicable to ensure employees are properly paid.
* Assisted the practical application of steps in the recruiting and hiring process, including posting job openings, reviewing resumes, conducting telephone and in-person interviews, making job offers and negotiating starting salaries.
* Processed, Responded, and Tracked unemployment claims to ensure compliance through our Equifax system.
* Made copies, file, send emails to certain employees regarding an update in their benefits package, employment status etc., conduct finger scanning system for new hires, assist in meetings with Manager regarding case files, update in information with clients, answer multi-line system, transfer calls to appropriate department.
* Responsible for working with over 1,000 clients and supporting two service teams to provide above 98% accuracy in employee and employer data.
* Onboarded ($3,250-4,000 process) associates, executives, interns successfully to different departments.

***The Ritz Carlton***

***HR Director May 2011-September 2016***

* Annually reviews and makes recommendations to executive management for improvement of the organization's policies, procedures and practices on personnel matters.
* Maintains knowledge of industry trends and employment legislation and ensures organization's compliance.
* Maintains responsibility for organization compliance with federal, state and local legislation pertaining to all personnel matters.
* Communicates changes in the organization's personnel policies and procedures and ensures that proper compliance is followed.
* Assists executive management in the annual review, preparation and administration of the organization's wage and salary program.
* Coordinates or conducts exit interviews to determine reasons behind separations.
* Consults with legal counsel as appropriate, or as directed by the CEO, on personnel matters.
* Works directly with department managers to assist them in carrying out their responsibilities on personnel matters.
* Recommends, evaluates and participates in staff development for the organization.
* Develops and maintains a human resource information system that meets the organization's personnel information needs.
* Supervises the staff of the human resource department.
* Participates on committees and special projects and seeks additional responsibilities.

# **Education & Certifications**

* AA Degree, Business Administration

***Miami Dade College,*** Miami, Florida (Graduated December 2016)

* BBA Degree, Business Administration & Human Resources Management

***Florida International University***, Miami, Florida (Graduated July 2018)

* MS Degree, Human Resources Management

**Florida International University,** Miami, Florida (Graduate December 2019)

# **Licenses/Honor awards**

* Six Sigma Yellow Belt, Jackson Health System, Issued: October 2016

ID#-33821465371642

* Six Sigma Master Black Belt, Jackson Health System, Issued: December 2016

ID#-51044755901210

* SHRM-SCP, The Ritz Carlton, Issued: January 2017

ID#-008518,

**Skills & Abilities**

* Business Acumen.
* Communication.
* Consultation.
* Critical Evaluation.
* Ethical Practice.
* Global & Cultural Awareness.
* HR Expertise.
* Leadership & Navigation.
* Relationship Management.
* Team-Player.

# **Leadership**

* Developed and implemented strategic initiatives for recruiting diverse talent.
* Screened applicants for appropriate skills, abilities and qualifications.
* Developed and used proven, cost-effective innovative recruiting strategies to fill job openings.
* Proven track record in secretarial and general office operations.
* Demonstrated ability to work independently to efficiently complete multiple assignments.
* Adept at proactive problem-solving and follow through.
* Proven ability to interact effectively with clients and staff at all levels.
* Proficient in several different computer applications.
* Familiarity with Human Resource Systems such as Kronos, Lawson, ADP, Ultipro, Taleo etc., and strong Microsoft Office skills, including: Outlook, Word, Excel and Access.
* Hands-on team member who is known for going the extra mile.
* Excellent organizational skills, accuracy and attention to detail.
* Highly skilled in drafting documents and communications.
* Familiarity with Human Resource practices, as well as knowledge of compliance for state and federal regulations.