# **Cha'Diamond Moody**

Cincinnati, OH 45205 | 937-422-7609 | Chadiamondm@gmail.com

# **Human Resources Associate**

Workflow & Process Analysis | Leadership | Business Performance Improvement Data & Policy Review | Goal Oriented | Employee Engagement

A solutions-driven Human Resource professional with analytical skills. Solid experience leading and or coordinating with management and staff in identifying and refining business processes to attain business goals. Remarkable organizational, communication, and interpersonal skills. Expert in business process analysis and continuous improvement. Demonstrated time-management and employment knowledge, comfortable working under stressful conditions. Skilled in identifying, documenting effective employee policies and clearly communicating end-to-end solutions.

#### **CORE COMPETENCIES**

- Time Management Skills
- Computer Programming (Python)
- Training & Development
  - Problem Analysis & Resolution
- Oral / Written Communication
- Data Entry Skills
- Multitasking / Meets Tight Timelines
- Effective Critical Thinking Skills
- Excellent Customer Service
- Strong Interpersonal Skills
- Microsoft Office
- Project Management

# **KEY ACHIEVEMENTS/ SKILLS**

- Program director for SHRM recognized HR club
- Co-founder of the Wright State University Management Club.
- Acknowledged for creating and implementing an organization system for employee medical records at Children's Hospital.
- Successfully worked on a team that increased sales by almost 5%, making the store #1 in the fleet.

## **EMPLOYMENT HISTORY**

## Fifth Third Bank | Cincinnati, OH

## **Recruiting Operations Coordinator**

- Coordinating interviews.
- Responsible for booking travel for candidates and employees.
- Working alongside recruiters and the human capital team to ensure successful recruiting.
- Serving as the main point of contact for candidates.
- Completing reimbursement documents.
- Utilize Workday HRIS daily.
- Updating Process documents as needed.

June 2019 - Nov 2019

October 2018 - January 2019

## ViaQuest | Cincinnati, OH **HR Coordinator**

- Presenting new hire orientation.
- Completing background checks and collecting fingerprints.
- Serving as the main employee point of contact.
- Updating and maintaining employee compliance documents and files.
- Providing support to employees on understanding benefits, leave of absences and paychecks

## The Salvation Army | Cincinnati, OH

# **Human Resource Assistant**

- Reviewed all employee W4's and I-9's
- Responsible for reviewing and filing all new hire paperwork for 36 locations.
- Adept at sorting mail; organizing by importance and location.
- Conducted clerical work as assigned.
- Established employee background checks and Territorial Registry Checks.
- Worked alongside the Human Resource Director and Human Resource Manager.

#### L Brands | Kettering, OH

August 2016 - July 2019

# Live Chat / Customer Care Specialist

- Responsible for assisting customers with past and future orders, ensuring exemplary customer service is delivered.
- Consult with a variety of customers, answering all inquiries and concerns; solving problems remotely.
- Field timely and effective responses in a professional and personable manner.

## **VOLUNTEER EXPERIENCE & LEADERSHIP:**

Programming Director | WSU HR Club

**Dayton Children's HR Volunteer** 

**SHRM Member** 

## **EDUCATION / LICENSES**

Bachelor of Science in Human Resource Management | Wright State University - Fairborn, OH (May 2019)

November 2019 - Current