

Avona Sanchez
avonapinkston@gmail.com
Austin, TX

Compassionate and reliable professional with a background in Human Resources and a natural ability to anticipate and meet the needs of others. Experienced in managing multiple tasks, staying organized, and creating smooth, supportive environments.

Project Management	Compliance and Confidentiality
Pantry Organization	Effective Communication
File and Document Management	Adaptable Problem Solver
Calendar Coordination & Scheduling	Self-Motivated

Awards:

HR Symposium, Scholarship Recipient | May 2017
SHRM National Case Competition, Team Leader | 2nd place (out of 29 schools) | March 2017
Specialty's Café & Bakery | GM of the Year | April 2010

Professional Experience:

Self-Employed <i>Virtual Assistant to a Business Owner</i> <i>Human Resources Admin Divvy Homes</i>	May 2021 - present <i>May 2021 - March 2024</i> <i>August 2022 - January 2025</i>
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Workrise (formerly RigUp) **May 2019 - May 2021**

Austin, TX

Lead, People Operations

- **Management:** Managed and mentored People Ops Coordinator by setting sub-team/development goals and providing guidance on specific project(s) affecting other stakeholders such as employees, People team sub-teams, and executives.
- **Implementation:** Implemented Paylocity in a two-month turnaround for over 500+ employees. Streamlined response time to 24-48 hours for the Payroll & Benefits team by proposing and building out a ticketing system and auto-reply responses.
- **People Partners:** Supported 4 People Partners by handling leaves, offboarding, department-specific data analytics, and other employee lifecycle processes.
- **Executive Support:** Created a People team projected headcount budget for monthly exec business reviews.
- **HR Programs:** Effectively supported the Director of Total Rewards to launch the first Benefits enrollment sessions and campaigns. Scoped out and provided a change management plan for new

HR processes, major changes or implementations and ensure support, adoption of programs, and processes post go-live.

- **Communications:** Partnered with our Marketing Internal Communication Manager to project manage People team internal communications on a weekly basis.
- **Merger & Acquisitions:** Supported 9 M&A onboarding & processes integration within a 7-month span.
- **Compliance:** Responsible for managing ongoing compliance for systems and employee personnel information sources.
- **Diversity, Equity, Inclusion, and Belonging:** Analyzed and presented the company's population during Townhall. Initiated a diversity committee to spearhead future initiatives.

Upwork (IPO in 2018)

November 2017 - May 2019

Mountain View, CA

Human Resources Coordinator

- **Onboarding:** Partnered with our Workplace and IT team to manage and lead weekly orientation for 10 or more employees. Streamlined employee data and onboarding documents in the HR system called Namely. Collaborated with the Finance and Workplace team to create an ongoing relocation process. Built a new hire learning roadmap on Litmos.
- **Immigration and Benefits:** Collaborated with hiring manager and Recruiting team to support the administrative visa process. Partnered with our benefits broker to create annual open enrollment sessions. Inputted employee data in Fidelity and benefit perks system called Navia. Oversaw employee inquiries. Created monthly benefit announcements for employees.
- **Offboarding:** Created a playbook for HRBPs and HR Ops team to improve the efficiency of the offboarding process. Reviewed exit paperwork with departing employees.
- **HR Programs:** Organized and facilitated a quarterly New Hire Bootcamp with collaboration from Execs and Support teams. Project managed our first annual Health & Wellness Month.
- **Compliance:** Designed and implemented a compliance procedure for harassment training and I-9 audits.

Ignited**Santa Clara, CA***Human Resources Associate***March 2017 - November 2017**

- Implemented a new hire checklist and a welcome kit to onboard our first 2017 Summer Intern
- Evaluated and assessed applicants in the recruitment process
- Administered offer letters and employment information via DocuSign
- Managed and redesigned new hire packets and pre-orientation content on Canvas
- Managed bi-weekly payroll for Fellows

Nutanix (IPO in 2016)**San Jose, CA***Human Resources Intern***May 2016 - October 2016**

- **Employee Engagement:** Built a blueprint, designed and program managed an employee intranet on SharePoint for over 2,000 employees. Presented a final PowerPoint deck with my Internship initiatives and recommendations.
- **HR Business Partners:** Assisted in the creation of a 9-box grid for the Marketing management team. Designed a global HRBP portal on SharePoint, supporting over 10 HRBPs.
- **HR Operations:** Analyzed and inputted I9 documents into Workday and follow-up on compliance. Redesigned a new hire checklist, helping integrate over 200 new hires successfully. Assisted in onboarding 15 or more employees weekly.
- **Learning and Development:** Assisted in the implementation of a 30-60-90 day program, helping improve the OfficeVibe metrics and enhance engagement.
- **People Relations:** Designed a US based procedure for involuntary and voluntary termination with collaboration from HRBP representatives and HR Operations team. Developed manager toolkits to promote awareness for harassment and bullying in the workforce. Reviewed and revised handbooks globally.

Rozenhart Family Chiropractic**San Jose, CA***Office Manager***September 2014 - May 2016**

- Supported doctors at health fairs and screenings, helping to build a new patient report of over 70 a month
- Designed a training checklist, procedure manual, and succession plan for new hires
- Reconciled patients' accounts by handling insurance claims
- Assisted patients with their therapeutic rehab
- HIPPA Compliance

**Advanced Health Chiropractic
Livermore, CA**

November 2012 - August 2014

Certified Spine Technician/ Wellness Coordinator

- Reviewed doctors' findings and provided education to help maintain a retention rate of over 90% in a million dollar office
- Managed three doctors and over 500 patient schedules daily
- Organized six health talks for organizations to lower health care cost
- Designed and promoted marketing initiatives
- Interviewed and trained 5 incoming staff members

Specialty's Café and Bakery

May 2008 - March 2012

Various Locations

General Manager (GM of the Year 2010)

- Trained staff to be efficient and generate sales of \$15,000 a day
- Conducted job fair interviews and onboarding
- Interviewed and trained team members for four restaurant openings in La Jolla, Milpitas, Seattle, and Oakland
- Evaluated and assessed employee performance and management training
- Conducted monthly inventory

Education and Professional Affiliations:

San Jose State University

- B.S. in Business Administration, Concentration in Human Resources
- Student Mentor of SHRM@SJSU & Student Member of NCHRA
- Instructional Assistant, HRIS