215 Green Meadows Rd, Wilmer TX 75172 Home: (214) 662-4276 - Camnicole93@gmail.com

# Summary

Accomplished Human Resource Professional with two and a half years of experience with a desire to lead and inspire others and use my skills and knowledge base to facilitate the company's success.

### **Skills**

- Adept at building relationships across various verticals
- Excellent customer service
- Agile learner
- Excellent written & verbal communication and interpersonal skills
- Strong organization, time management & project management skills
- Excellent administration skills
- Scheduling
- Proficient PC usage: Microsoft Word and Power Point

- · Strong decision-making skills
- Excellent problem-solving skills
- HR professional
- Proficient in Lawson
- Skilled in Onboarding/I-9 documentation
- Employment verification
- Knowledgeable in benefits
- · Yearly merit
- Proficient in Workday

# **Experience**

#### **HR Assistant**

November 2018 to January 2019

## Commerce Street Holdings, LLC - Dallas, TX

- Assists with the administration of day to day operations of the Human Resources operations and duties, and ensures compliance with all federal, state, and local laws governing employment.
- Provide new hires with background check release forms and obtains results.
- Provides new hires with the new hire package, including compliance documents, drug test forms, benefit package information, and other onboarding documents.
- Responsible for understanding and researching HR situations and providing summaries of situational requirements to management.
- Processes payroll and works with the outsourced payroll administrator to coordinate changes and verify changes were implemented correctly and accurately.
- Assists employees with questions, change requests, etc., and submit change forms to the outsourced payroll administrator.
- Assigned with special projects as needed

## **HR Client Services Specialist**

January 2016 to February 2018

#### Children's Health - Dallas, TX

- Provided effective, client-focused information, issue resolution, and administration support for employees and leaders by utilizing in-depth knowledge of Children's Human Resources programs and processes.
- Provided HR administrative support for high-volume processes.
- · First point of contact for HR.
- Used multiple resources as tools to research and investigate employee's concerns, assess employee's level of understanding, and educate employees on solutions.
- Partner with HR Consultants, Business Partners, and program vendors to investigate and resolve problems.
- Decreased the service center's case load by completing 20-30 cases per day in Dovetail.
- Accurately enrolled employee's in their benefits according to IRS guidelines.
- Responsible for onboarding/new hire paperwork of new employees.
- Responsible for HR's inbound emails and phone calls.

Assist with day to day operations of the HR Department.

## **Customer Service Specialist**

July 2015 to January 2016

## Santander Consumer USA – Lewisville, TX

Provide service and product information to customers, answer calls, service accounts, and collect in accordance
to all state and federal laws inclusive of Fair Debt Collection Practices Act (FDCPA) with specialization in
insurance and titles.

# **Intern Investigator**

February 2014 to February 2014

# Child Protective Services - Waxahachie, TX

 Child Protective Services internship provided the opportunity to investigate allegations of child abuse and neglect by analyzing behaviors and environment to determine the quality of current living conditions and to hypothesize future risks.

# **Education and Training**

**Bachelor of Science: Psychology**, 2015 **Texas Women's University** – Denton, TX

GPA: 3.86

### References

References: Available upon request.

# **Additional Information**

• Achievements, Member of the National Society of Collegiate Scholars Chancellor's List Dean's List Psi Chi