# Sabrina C. Wade

2435 Mallory Lane

Lancaster, TX 75134

swade7770@yahoo.com

972-224-4378 / 972-765-7796

# OBJECTIVE

To obtain a position with a company displaying growth potential while allowing me to utilize my customer service, and leadership skills.

**Qualifications Summary**

|  |
| --- |
| Excellent time management and organizational skills. Self-motivated, creative, solutions-oriented mindset with a positive attitude. Experience in HR Support, Customer service, Data Entry, some knowledge in Collections, MS Word, Excel, Outlook, PowerPoint, People Soft, ADP, Taleo, Lotus Notes, Service Now, Vision, ATN, CCD, ECS, ACS, RCMS, JSCS, GELCO, PMIS. Also have knowledge in Access, IGLAS, ReconNet, Walker and Email Manager. |

# EMPLOYMENT

08/2014 to present

Ernst & Young, HR Customer Support Admin, Dallas, TX

* Provide call center support to APT, other EY personnel, and external parties, for HR transactions.
* Maintain consistently outstanding call statistics for quality as well as efficiency and first call resolution rates
* Responds to customer needs and inquiries by analyzing the activity and performing necessary and appropriate actions to reach resolution
* Uses good judgment in applying concepts and guidelines; follows through on commitments and takes responsibility for results
* Assist multiple work streams in the HRSSC including but not limited to, Payroll, Pre-hire processing, On boarding, Recruiting, HR Compliance, Records Management, Performance Management, Separations, Offers and Transfers.
* Respond to inquiries regarding policies, procedures and programs
* Administer benefits programs such as life, health, dental and disability insurances, pension plans, vacation, sick leave, leave of absence, and employee assistance
* Maintains strict confidentiality of client, company and personnel information
* Adhere to the policies and procedures of Health Insurance Portability and Accountability Act
* Provide research and analysis, and document transactions, following standard HRSSC procedures
* Make new hire welcome calls to advise the new hires of required documents and procedures on start date as well as review necessary training and orientations to attend during the first week
* Supported the implementation of the conversion from People Soft to the ADP Payroll process
* Proficient in People Soft, Taleo, Excel, Microsoft Word, Lotus Notes, Service Now and the HRSSC Web

02/2012 – 01/2014

AAFES, Accounting Technician I, Dallas, TX

* Was responsible for providing system support in Gelco worldwide
* Assisted with creating, amending and adjusting TDY travel vouchers
* Provided customer service to travelers via email and phone
* Reconciled the 02501 acct using ReconNet,
* Reimbursed customers using the Walker System when needed,
* Processed One Time payments using PMIS system
* Performed regular audits to ensure compliance with AAFES Corporate Credit Card and Travel Policy
* Worked closely with Wells Fargo Bank to detect, monitor and resolve fraud and disputes issues
* Processed maintenance request to order, update and cancel corporate credit cards
* Maintained records for associates in PCS status

06/2010 – 02/2012, Dallas, TX

AAFES, Customer Service Representative

* + Answered inbound calls & correspondence received worldwide related to federal debts
  + Responded to routine customer inquiries regarding their Military Star accounts
  + Provided immediate and accurate response to Command, vendors, and store associates
  + Processed electronic payments, credit card applications, and set up payment arrangements
  + Sent follow up letters
  + Researched and analyze customer accounts for possible cases of fraud
  + Assisted customers with resolving delinquent accounts
  + Researched customer complaints and makes necessary adjustments to accounts and/or recommendations to resolve issues
  + Evaluated reinstatement of check cashing privileges
  + Contacted other departments and outside agencies to resolve problems
* Contacted vendors/exchanges to inquire on order status
* Placed and researched Ecommerce and catalog orders
* Enhanced customer service sales
* Knowledge in processing Transshipment orders
* Processed FedEx Claims for damaged/lost items
* Data Entry and Email Manager

08/2008 - 08/2009

Dallas County Schools, Bus Driver / General Office Clerk, Lancaster, TX

* Transported students to and from given destinations
* Created Excel spreadsheets for attendance, scheduled routes and payroll
  + Maintained files for supervisors/ Sorted and distributed mail
  + Answered and routes calls

11/2006 – 07/2008

Duncanville ISD, Student Management Supervisor, Duncanville, TX

* + Maintained files for Student Management Department
  + Monitored bus referrals for grades K – 12
  + Viewed video from buses when necessary for disciplinary issues
  + Conferenced with students, parents, and other school employees
  + Attended training seminars when necessary
  + Answered and routed calls
  + Dispatched
  + Data Entry
  + Created and maintained Excel spreadsheet for tracking job applications, personal action request forms, driving records, salary increases and annual evaluations to ensure accountability.
  + Compiled notification letters and forwarded to TXDOT requesting updated driving records
  + Assisted with background checks, reporting new hires to the State of Texas and process employment verifications.
  + Entered new hires, transfers, salary changes, department changes, terminations into the HR system.

01/2000 – 11/2006

Duncanville ISD, Instructional Aide / Office Assistant, Duncanville, TX

* Provided support in maintaining discipline in the classroom
* Aided teacher in distributing, collecting, and grading assignments
* Maintained files for enrolled students / Managed front office/Switchboard
* Processed and maintained payroll for substitute teachers
* Generated spreadsheets for student attendance, and lunch count
* Ordered office supplies for Principal and staff, sorted and distributed mail

**Education**

Mountain View College

* Associates in Art – May, 2008