

# Monique Council

Germantown, MD - Email me on Indeed: [indeed.com/r/Monique-Council/988a250780b0291e](https://www.indeed.com/r/Monique-Council/988a250780b0291e)

Experienced Human Resources and Talent Acquisition Professional with management, extensive full life cycle recruiting, contract & proposal support experience.

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Human Resources Manager (W2)**

Bethesda, MD - November 2016 to Present

Manages the day-to-day activities of the HR department and ensures a service response focus.

Responsible for all HR functions, including employee relations; job classification; performance management; HR policy review and development; compliance; benefits; compensation, and interface with recruiting including employees requiring sponsorship, payroll, contracts, line management personnel, and other departments.

Advises executives on building strong corporate culture, building a strong management team, resolving HR issues and improving employee satisfaction and retention; leads change management efforts with business Executives.

Monitors state and federal regulations to ensure compliance; recommends policy changes to support business needs.

Implement tools and resources for managers that promote employee engagement and retention and purpose solutions that align with organizational objectives.

Conducts employee investigations; provides detailed reports of the investigation and outcome.

Implement and administer an HRIS suitable for the company needs; measures key metrics; creates standard monthly and quarterly reports; evaluates data to identify trends and gaps and propose solutions.

Performs HR audits to ensure OFCCP compliance.

Performs annual compensation review and actively evaluate trends in total reward programs

Acts as an Appraisal Team Member for CMMI Level 3.

Address employee relations issues and concerns; coach managers and employees to ensure a productive and engaging work environment and resolve conflicts

Update, develop, administer and implement policies, procedures for the employee handbook, and departmental policies and procedure.

Participates in proposal efforts; writes HR, staffing, recruiting and retention pieces.

### **IT Recruiter**

Current Client - Washington, DC - September 2012 to Present

Relevante (100% Commission)

Title: IT Recruiter

Aggressively sources and contacts passive candidates for hard to fill positions primarily in the Information Technology field.

Develops effective and thorough recruiting strategies by partnering with hiring managers.

Screens and qualify prospective candidates and provides properly formatted resume and career summary to the Hiring Manager.

Develops talent pools for multiple technical skill sets across the organization

Acts as the first line of communication between candidates and hiring managers and manages the entire interview process from initial screen to on-boarding.

Accurately documents all interactions with candidates, maintaining resumes and notes in Relevante's applicant tracking system.

Previous Client: International Logic Systems (Project Based)

Title: IT Recruiter

Worked independently and with corp-2-corp organizations to identify and qualify candidates.

Recruited for contract and permanent placement positions for both IT and SAP requirements.

Sourced for passive candidates through networking, cold calling, and internet research.

Sourced for active candidates through managing postings, searching job boards, and active social networking.

Conducted phone screens, Skype and face to face interviews.

Communicated directly with candidates and clients to arrange interviews.

Tracked candidates in the database while maintaining up to date records.

Contracts: Hewlett Packard, Amtrak

Positions Recruited: Systems Engineers, Java Developers, Technical Leads, Front-End Developers, Back-End Developers & Network Engineers.

Previous Client: Bosch, LLC (Project Based)

Title: Human Resources Generalist 3 (Investigations)

Conducted investigations into allegations of company rule violations and fraudulent workplace claims relating to worker's compensation, benefits, unemployment and disability.

Utilized effective interviewing techniques to drive out accurate information.

Documented investigative findings, and obtained documented witness, subject, and victim statements.

Prepared detailed reports of investigations and orally briefed client on findings.

Engaged subject matter experts to augment technical aspects of investigation, as needed.

Recorded and maintained case data and information in an electronic repository.

Determined appropriate corrective action (discipline) in partnership with the client and HR Business Partners.

### **Senior Human Resources Consultant**

HRinMotion, LLC - Largo, MD - August 2016 to November 2016

3 Month Contract)

Works with clients to plan, organize, direct, implement and evaluate their HR needs.

Works closely with HRIM clients, senior leaders/managers to provide expertise and hands on support in multiple areas including: workforce planning, on boarding, employee retention, employee relations, management coaching, performance management and change management.

Manages, recommends and implements remedies on mid-level to complex employee relations issues working closely with the Manager and legal as appropriate.

Conducts thorough and objective investigations as needed, assesses risk and determines the appropriate course of action, working closely with the Manager and legal as appropriate.

Maintains knowledge of legal requirements related to day-to-day management of client employees and HR compliance.

Pro-actively identifies and assesses potential legal risks and acts to ensure compliance. Partners with clients Legal and Ethics Departments as needed.

Provides performance management guidance to line management for coaching, counseling, career development, and disciplinary actions.

Acts as a point-of-contact for guidance on compensation actions, including individual promotions, equity adjustments and related actions. Additionally, identifies business case for position or job group compensation changes, and incentive compensation changes.

Acts as a resource to client employees when needed providing guidance on and interpreting company policy as well as assuring that employee perspectives are heard and considered.

Works closely with management and employees to improve work relationships, build morale, increase productivity and retention.

Tracks and analyzes metrics on employee actions, terminations, and voluntary attrition to recommend actions as needed.

Engages with Shared Services/COEs teams (Compensation, Benefits, Global Mobility, Talent Acquisition, Payroll and Compliance) to execute business strategies through tactical operations.

Clients: Confidential

Positions Recruited: Program Managers, C-Suite, Recruiters, IT Support Staff

### **Human Resources Manager**

Xtreme Solutions, Inc - Washington, DC - April 2016 to July 2016

Contract is on hold due to incumbent protest)

Responsible for managing the Project Management Office (PMO) and all human resource activities for the PMO and contract employees, to include talent acquisition, talent management, benefits and labor law compliance.

Provided advice, assistance and follow-up to employees on company policies, procedures, and documentation.

Implemented and managed a performance review system, incentive plan and an employee rewards system.

Coordinated the resolution of specific policy-related and procedural problems and inquiries.

Conducted the new-hire on-boarding process to include E-Verify.

Designed and facilitated new hire orientation and trained management on the employee resource portal and time-keeping system.

Maintained HRIS records via Paychex Flex and compiled reports from database to include annual EEO-1 reporting.

Maintained compliance with federal and state laws as well as contract regulations concerning employment.

Processed all benefit related, FMLA, worker's compensation and unemployment claims.

Conducted employment survey questionnaires.

In the absence of the Payroll Specialist prepared, processed and distributed payroll.

Administered the company benefits program, served as liaison between employees, insurance broker and insurance carriers.

Recommended, developed and scheduled training and development courses.

Coordinated the resolution of specific policy-related and procedural problems and inquiries.

Performed specific research/investigation into operational issues, as requested.

Conducted exit interviews and made talent management recommendations to leadership.

Assisted Recruiter with sourcing, interviewing and hiring for surge work and proposal support.

### **Human Resources Generalist & Recruiting Manager**

National Technologies Associates - Arlington, VA - September 2015 to April 2016

6 Month Contract)

The primary focus of the HR / Recruiting Manager is benefits, recruiting and compliance.

Conducted full life-cycle recruitment efforts for all exempt and nonexempt personnel, and temporary employees; conducts new-employee orientations; responsible for employee relations counseling, outplacement counseling and exit interviewing; writes and places advertisements for job postings.

Ensured compliance across all OFCCP regulations.

Assisted the VP, HR with developing and administering various human resources plans and procedures for all company personnel as well as assists with establishing business processes.

Participated in developing department goals, objectives and systems.

Developed job descriptions as necessary; conducted annual salary surveys and developed merit pool (salary budget); analyzed compensation; monitored the performance evaluation program and made necessary revisions.

Assisted in the development of employment policies and procedures; performs benefits administration to include claims resolution, change reporting, approving invoices for payment, and leads all open enrollment activities to include managing and attending the OE events at different site locations.

Developed and maintained affirmative action program; files EEO-1 annually; maintains other records, reports and logs to conform to EEO regulations.

Participated in administrative staff meetings, stage gate reviews, business development and staffing meetings as requested.

Recommended new approaches, policies and procedures to effect continual improvements in efficiency of department and services performed.

Recruited candidates for the following contracts: Seaport Program / GSA Professional Services Schedule (PSS) 00CORP

Positions Recruited: Logistics Analyst, Program Managers, Aviation Maintenance Professionals, Cybersecurity Professionals and Executive Team Members.

### **Contract Recruiter - IT & Corporate**

US Resources for Powertek Corporation - April 2015 to October 2015

6 Month Contract)

Worked with stakeholders throughout the Recruitment process (i.e., hiring managers, HR Managers) to learn about open roles, determine core capabilities/ experiences for success in these roles, and to create a plan for filling these roles (including timeline, interviewers, ect).

Recruiting of all cleared candidates (public trust - TS/SCI) at the corporate office and for various federal government contracts.

Responded appropriately to GWAC / IDIQ task orders.

Participated in recruiting for business development opportunities and worked closely with the proposal development team.

Developed relationships with hiring managers and proposed strategic methods of sourcing candidates.

Recruiting - posted jobs and sourced candidates; screened candidates; scheduled interviews with hiring managers; checked references; coordinated background checks and the post-offer process; generated offers.

Coordinated with the HR Director to ensure new hire paperwork and all prerequisites to employment were completed.

Lead weekly recruiting meeting with Program and Hiring Managers where REQ's were created or revised.

Provided updates on all open positions, upcoming proposal efforts as well as in process and pipelined candidates.

Administrator for Taleo database and applicant tracking system.

Assisted the Human Resources Director with new hire boarding and contract transitions.

Assisted the proposal teams with letters of commitment and resume formatting for proposal efforts.

Coordinated security requirements and clearances with the FSO.

Recruited candidates for the following contracts: DHS USCIS ESGP / NTIS PMO / NIST (OISM, iTAC, CCF) / DOL ADP / FHFA (OIT IT, OTIM) / DoD DTIC / USDA and the Powertek Corporate Office.

Positions Recruited: Network Engineers, Enterprise Architects, Solutions Architects and Cybersecurity Professionals.

### **Senior Technical Recruiter - IT, Accounting & Finance**

Verus Staffing Solutions - Rockville, MD - August 2014 to March 2015

Recruiting of all cleared candidates (public trust - TS/SCI) for Verus government contracting clients  
Maintained accountability for the entire recruiting process as defined by the client  
Interfaced with the Hiring Managers, Human Resources and other key stakeholders to ensure client satisfaction  
Consulted with Hiring Managers and follows processes to achieve SLAs/metrics  
Lead the initial consultations with Hiring Managers on requisition definition and potential sourcing strategies  
Effectively screened and counseled internal applicants and managed the internal applicant process  
Continuously "closed" qualified candidates and worked to drive offer acceptance  
Lead the candidate through the hiring process to ensure a positive experience while coaching each candidate appropriately at every stage of the process  
Screened, presented and "sold" qualified candidates to Hiring Managers  
Maintained accountability for diversity and quality metrics  
Developed expertise in understanding the client's business operations and staffing needs  
Managed the Hiring Managers' expectations appropriately  
Created compliant and effective postings  
Networked within client organizations, associations, and local communities to generate referrals and source qualified candidates as needed  
Participated in sourcing projects  
Demonstrated and applied knowledge of applicable employment laws to ensure EEOC compliance  
Effectively managed a fluctuating number of job orders  
Recruited candidates for Verus government contracting clients (prime and sub-prime) for the following contracts: NIST / DOL / NIST / FHFA / DoD / USDA  
Positions Recruited: .Net Developers, Front/Back-End Developers, Luminis / Confluence Experts, DBA's, Engineers, Staff Accountants and Financial Professionals.

### **Human Resources Generalist / Technical Recruiter**

RNSolutions, Inc - Rockville, MD - January 2010 to September 2012

Recruiting of all cleared candidates (public trust - TS/SCI) at the corporate office and for various federal government contracts  
Managed the employee life cycle processes from employee on-boarding until exit.  
Administered HR policies and procedures for new hires, promotions, transfers and terminations.  
Prepared and distributed written communication to employees regarding new employment, promotions, job changes, transfers and or terminations.  
Worked with Directors and Program Managers to coordinate the annual performance review process.  
Reviewed all departmental invoices, employee expense reports and bonus forms prior to submitting to accounting.  
Managed the timekeeping process ensuring hours, charge codes and labor categories were correct.  
Participated in investigations for employees seeking clearances.  
Conducted open enrollment for benefits and processed all forms.  
Processed and investigated all worker's compensation, unemployment, FMLA, disability and grievance claims.  
Worked closely with employees and their attorneys to process H1 Visas.  
Met with hiring managers to obtain a strong understanding of their business and workforce needs.  
Maintained a pipeline of qualified, pre-screened candidates for immediate placement.  
Provided requisition owners with detailed information on sourcing options, the recruiting process, legalities during the interview process and the importance of compliance.  
Reviewed requisition descriptions for accuracy prior to posting to job boards.  
Sourced and screened candidates per requisition requirements.  
Scheduled and interviewed qualified candidates for project and non-project related positions.

Conducted thoroughly reference and background checks on all candidates prior to making an offer.  
Followed up with all candidates who were considered for the open position.  
Provided recruiting and proposal support on the following contracts: FDA, DCIS, ACF, NIH / eRA. NICHHD  
Positions Recruited: Automatic & Manual Software Testers, Java Developers, Programmers, Linux Engineers,  
Technical Leads, Certified Ethical Hackers, Business Analyst, Systems Analyst, Executive & Administrative  
Staff.

### **Human Resources Generalist / Recruiter**

Infozen - Rockville, MD - December 2005 to January 2010

Recruiting of all cleared candidates (public trust - TS/SCI) at the corporate office and for various federal government contracts

Responsible for all aspects of a successful new employee on-boarding, including posting jobs, evaluating qualifications, pre-screening prospective applicants, forwarding qualified candidates to the hiring manager, assisting with the offer process and helping to manage new hire paperwork.

Reviewed and edited requisitions.

Conducted background and reference checks.

Utilized an applicant tracking system to manage candidate data as well as other HR reports outlining the progress of all applicant submissions and requisitions.

Developed relationships with higher education institutions to assist with internships and job placement.

Conducted candidate first round interviews and provided feedback to the hiring managers.

Assisted the HR Manager with administrative tasks related to worker's compensation, FMLA and disability claims.

Provided recruiting and proposal support on the following contracts: IBM / US-DOJ, APPTIS / US Army.

Positions Recruited: Windows Administrator, Systems Administrators, Database SQL, Network Engineers, Helpdesk Support, Administrative & Support Staff.

### **EDUCATION**

#### **Master of Science in Human Resources Management**

Argosy University

2016

#### **Bachelor of Arts in Psychology**

Argosy University

2013

### **SKILLS**

HR (10+ years), RECRUITER (10+ years), APPLICANT TRACKING SYSTEM (9 years), PAYROLL (1 year),  
HR INFORMATION SYSTEM (Less than 1 year)

### **ADDITIONAL INFORMATION**

#### **TECHNICAL SKILLS**

HRIS / ATS / HCM: Taleo / JobDiva / Sendouts / Bullhorn / Bamboo HR / LinkedIn Recruiter / Paychex Flex / Workable

Time & Expense / Reporting: Deltek T&E / Deltek GCS Premier / Impromptu / Costpoint

Payroll: ADP Workforce Now / Fidelity e-workforce

Microsoft Office: Word / Excel / Power Point / Outlook

Other: Basecamp Project Management Software / SharePoint