



Kelly Williams

EXPERIENCE

March 2021 - Current

Director of HR/Employee Experience Go Fish Digital | Raleigh, NC

- High-growth, fast-paced, remote agency setting
- Increased agency size by 50% in 8 months in a remote setting (40 to 85+ employees)
- Implemented new programs and services scaled for a growing start up
- Maintained knowledge of regulatory changes, new trends and employment laws
- Oversaw issuance of compensation, benefits and leave
- Supervised employee hiring, selection and disciplining procedures
- Conducted training for managers and supervisors in conflict resolution and employee management skills
- Monitored organizational compliance with federal, state and local policies and regulations
- Identified staffing and recruiting needs while applying best practices for talent management
- Facilitated new hire onboarding by scheduling training initiatives, resolving issues and processing paperwork
- Supervised and coordinated activities of human resources staff, delegating tasks relating to employment, compensation and employee relations
- Conducted exit interviews and recorded employee feedback for use in retention strategy development
- Assured benefits program was administered properly sustain compliance with employee insurance guidelines

June 2015 - February 2020

Human Resources Manager/Corporate Administrator Summit Stairs And Millwork | Garner, NC

- Improved operational efficiencies and tracking by creating filing systems to maintain confidential employee documents and reports.
- Secured optimal productivity by supervising 100 employees on staffing and recruiting administrative, operational and clerical functions.
- Transformed underperforming and overstaffed department into trimmed-down and well organized staff.
- Maximized HR efficiencies and maintained compliance with operational functions by performing background investigations, employment interviews, requisition posting, budgeting, statistical reporting, confidential document control and protocol development.
- Monitored open accounts and pursued payments to control account balances.
- Worked with broker to regulate and manage insurances within the company.
- Managed workers compensation claims, unemployment claims, child support, wage garnishments, FMLA, and OSHA logs for three states.
- Prepared biweekly payroll for more than 100 salaried, hourly, and commissioned employees.

📍 Raleigh, NC 27603

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SUMMARY

With 15 years of management experience and development of high-performing teams, I have a strong record working with senior managers to build systems and processes to meet team goals and company goals. I have a strong background in directing hiring practices, designing pay structures, developing employee policies, and managing payroll and benefits and working with executive teams to develop talent acquisition and retention goals.

SKILLS

- Project management
- Benefits management
- Payroll administration
- Accounts receivables
- Financial statement analysis
- Basecamp and Click Up Project Management tools
- Gusto Payroll Platform
- Google AdWords/Analytics Certifications
- Performance evaluation
- Compliance within multiple states
- Leadership development
- Recruitment and hiring of remote employees

- Reconciled all expenses and accounts, including company credit cards and expense accounts.
- Performed day-to-day financial transactions, including verifying, classifying, computing, posting and recording accounts receivables' data.

January 2009 - May 2015

Operations Director Chick-Fil-A Inc. | Garner, NC

- Enhanced production methods and improved employee motivation to maximize team productivity.
- Drove profit increases by leveraging market knowledge and natural leadership talents.
- Developed and supervised staff by providing orientation, training, support and direction.
- Implemented successful strategies for employee management, occupancy and revenue growth, expense control and quality of services.

October 2005 - June 2009

Manager Chick-fil-A | Garner, NC

June 2000 - October 2005

Team Leader Chick-fil-A | Garner, NC

EDUCATION AND TRAINING

December 2014

Associate of Science | Business Management, Marketing & Human Resources

Wake Technical Community College, Raleigh, NC