

## HUMAN RESOURCES SPECIALIST

Quality-driven analytical professional who delivers consistent and successful results in HR affairs, including recruitment and retention, staff development, safety and health, conflict resolution, benefits and compensation, HR audit and records management, HR policies development, and legal compliance.

### Experience:

#### HR Generalist (09/2019 to Current)

- Coordinate HR Support to five Resorts with 2000+ employees.
- Manage employment, wage and salary administration, benefits, training, employee/labor relations, organizational development, and payroll.
- Reduce turnover rate by 25% with more effective interviewing and selection criteria.
- Created and implemented a training program for managers and supervisors, including employee motivation, effective leadership, completing disciplinary actions, and performance reviews.
- Satisfied record keeping requirements evaluated during annual HR Audit.

#### Office Manager (08/2017 to 08/2019)

- Responsible for recruiting, interviewing, hiring, and monitoring payroll for 60+ retail employees.
- Maintain HRIS database, conduct reference checks, and perform new hire and safety orientation.
- Ran and audited weekly benefits reports.
- Issue monthly and quarterly workers compensation reports to senior management.
- Maintained OSHA logs and acted as a liaison between the carrier and the injured employees.
- Acted as a liaison between benefit vendors and employees to resolve and troubleshoot issues.
- Provide assistance to the Benefits Manager in creating a company-wide wellness program.

#### HR Specialist (05/2016 to 08/2017)

- Worked with senior management to create HR policies and procedures; recruit employees; create group benefits databases; and develop orientation, training, and incentive programs.
- Devise creative, cost-effective incentives and morale-boosting programs (including special events and a tiered awards structure) that increased employee satisfaction and productivity.
- Cited by directors as the driving force behind the branch's employee-retention rate of 89% within an industry where high turnover is the norm.
- Reduced benefits costs by 15% annually through meticulous recordkeeping and ensuring that the company did not pay for benefits for which employees were ineligible.

### Education:

Master of Science: Industrial/Organizational Psychology (2019) University of Maryland Baltimore, MD

BA: Business - Human Resources (2016) Arizona State University Tempe, AZ