**Felicia Bright**

**425 Granville Avenue**

**Bellwood, IL 60104**

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## Professional Skills

* Supervisory experience (30 people, 3 positions)
* Demonstrates a positive attitude towards learning new things
* Excellent team player
* Effective customer service and communication skills, specifically the ability to communicate with colleagues and senior level management
* Identifies problems, assess needs and utilize resources to implement effective plans of action
* Detail oriented and able to meet deadlines with minor supervision
* Over 3 years of staffing/recruitment experience
* Experienced in the full-cycle and 3rd party recruitment process
* Used various sourcing tools: job boards, cold calling, job fairs, and social media

## Software Knowledge/Certifications

* Microsoft Word, Excel, PowerPoint, Access, Visio, Cisco Phone Systems, Fuijitsu & Geotel Phone System, Internet, WordPerfect, Lotus 1-2-3, Lotus Notes, Oracle, EMS, PeopleClick, PeopleSoft, UltraStaff, QuickBooks, ADP, Taleo, Brassring, CampusVue, and Paradox
* Certified ISO 9000 Auditor

## Education

* BS in Project Management , Expected

DeVry University Addison, IL

## Work Experience

**True Consultant** Oak Brook, IL *Contractor: 7/2012 – Present*

* *McDonald’s Corporation – Consultant Employee Records*
* Audit electronic and faxed I9s for Corporate Owned Stores for compliance.

**Everest College North Aurora, IL** *High School Admissions:* 8/2011 – 9/2011

* Made over 200 outbound calls a day to prospects.
* Completed first and second call interviews.
* Attended training sessions on how to present new programs.
* Worked with higher management to provide more efficient enrollment procedures.
* Followed-up with students from enrollment up to their first week of class.
* Communicated daily with various departments to monitor student’s status.
* Gave campus tours to prospective students and their parents

**CTU Online Downers Grove, IL** *Admissions Advisor:* 10/2010 – 8/2011

* Made over 200 outbound calls a day to prospects.
* Completed first and second call interviews.
* Prepared daily assignment sheets for training manager.
* Attended training sessions on how to present new programs.
* Worked with higher management to provide more efficient enrollment procedures.
* Met with Director of Admissions for Student’s Acceptance Meetings.
* Followed-up with students from enrollment up to their first week of class.
* Communicated daily with various departments to monitor student’s status.

**Verizon Wireless Elgin, IL** *Customer Service Representative:* 11/2009 – 8/2010

* Take 50 – 60 in-bound calls
* Answer and resolve billing questions
* New phone activations
* Discuss price plans, calling features, and mobile devices
* Provider tier one technical support for mobile devices
* Educate customers on self-serve options

**Compsych Corporation Chicago, IL** *Network Specialist:* 10/2008 – 9/2009

* Assisted providers with day-to-day issues and concerns
* Provider recruitment
  + Invite potential providers via mail and/or telephone
  + Contact existing providers to become part of additional product panels
* Rate negotiations for new and existing providers
* Addressed and resolve provider complaints
* Worked with claims, customer service, and in-take on provider issues

**Sears Holdings Melrose Park, IL** *District QMS Administrative Assistant:* 12/2007 – 9/2008

* Responsible for all ISO related items for the Great Lakes District (Home Delivery formerly Sears Logistics Services)
  + Manage the approval process for CARS, PARS, CIPS, and NCRS
  + Maintain the internal QMS audit schedule
  + Conduct a weekly conference call to review all open QMS items
  + Assist management and team leads with audit readiness
* Effectively monitor loss prevention and waste & recycling related items for the Great Lakes District for scorecard compliance.
* Back-up person for entering and reconciling payroll via Taleo.
* Travel arrangements and reconcile monthly expense reports.

**Fieldwork Network Chicago, IL** *Project Manager*: 6/2007 – 10/2007

* Took incoming bid requests for multi-city market research projects through the info box, e-mail (past and new clients) as well as in-bound phone calls
* Prepared multi-city bids by contacting facilities worldwide for costs – most of this will be domestic US markets
* Prepared and presented one combined bid to clients for multi-city projects based on costs received from vendors
* Set incoming projects for multiple locations, including:
  + Job confirmation (bid to client, incentive advance and location confirmation)
  + Managing incentive advances from client and see facility is paid in advance
  + Project set up of Client Contact Sheet, Screener, Profile, Tally Sheet, Memo and other actions (Cheat Sheet, e-mail blast, etc.)
* Managed day-to-day multi-city research projects, being the sole point of contact for the client including:
  + Managing facility profiles daily
  + Troubleshooting, analysis and problem solving if necessary
  + Watching over costs (including network profitability)
  + Communicate with client throughout the project
* Prepared one combined invoice for client and ensure accuracy of invoices from facilities
* Completed project workload information prior to participating in weekly staff meeting
* Participated in special project tasks with other co-workers
* Other duties as assigned by Vice President and other network team members

**Spherion Corporation Oak Brook, IL** *Client Service Supervisor*: 4/2006 – 5/2007

* Responsible for sourcing , recruiting, and placing temporary, temporary to hire, and direct hire employees.
* Inputted, maintained, and reconciled weekly payroll utilizing PeopleClick and PeopleSoft.
* Handle employee relations, disciplinary, and HR related issues.
  + Administered employees enrolling into health insurance programs.
  + Answered questions regarding FMLA, LOA, STD, LTD, wage garnishments, and Bereavement.
  + Acted as employer representative for unemployment claim hearings.
  + Reviewed and implemented new policies with current employees.
  + Assisted on worker’s compensation cases.
* Developing and maintaining relationships with new and existing clients.
* Assisted with branch office expense reports.
* Coordinated with Iron Mountain for file storage and retrieval.

**Arlington Resources, Inc. Rolling Meadows, IL** *Recruiter/Account Executive*: 10/2005-4/2006

* Effectively sourced/recruited candidates for client companies.
* Developed and implemented sales strategies.
* Made presentations and proposals for prospective and existing clients.
* Effectively used numerous methods to recruit applicants.
* Conducted face to face and telephone interviews.
* Administered pre-employment testing to applicants.
* Worked with account payable on inputting and reconciling payroll.
* Worked closely with branch and account managers to satisfy client needs.

**ConferencePlus, Inc., Schaumburg, IL** *Account Manager (formerly Project Coordinator)*: 4/2001-10/2005

* Implemented new customers and products to existing customers.
* Assisted with ROI’s, RFI’s, RPI’s process, including answering questions about disaster recovery, infrastructure and maintenance for video, audio, and web conferencing.
* Maintained existing revenue and building incremental revenue through existing customers.
* Contacted customers upon receipt of Letter of Interest or Contracts.
* Formatted a weekly customer status report based on training and revenue growth.
* Top-tiered performer in all sales initiatives.
* Received and formatted rate structure for contracted and individual priced customers.
* Performed product demonstrations on audio, video and web products.
* Certified trainer for WebEx®, Microsoft Office LiveMeeting®, and Webdialog®.
* Trained and mentored new team members.

**HLB Communications, Inc., Chicago, IL** *Administrative Assistant*: 3/2000-3/2001

* Acted as Human Resources Representative for small company without an HR department.
  + Administered employees enrolling into health insurance programs.
  + Answered questions regarding FMLA, LOA, STD, LTD, wage garnishments, and Bereavement..
  + Reviewed and implemented new policies with current employees.
  + Assisted with bonus compensation plans.
* Assisted with confidential matters concerning current and new employees.
* Initialized the process of recruiting and follow-up of potential new employees.
* Set up and administered new employee orientation.
* Trained the new and current Team Assistants on procedures and work instructions.
* Direct assistant to the Manager of Support Services and Senior Partner.
* Coordinated a new phone system installation from start to finish.
* Inputted information into various informational and billing databases for new clients.
* Assisted with the formatting and presentations of new business meetings.
* Kept accurate updates and follow-ups on work orders and instructions for company use.
* Insured that current and potential clients received quality production work.
* Maintained the client database and billing system, which included running weekly and monthly client and consultant billing reports.
* Back-up person for entering and reconciling payroll via ADP.