

HR OPERATIONS SPECIALIST

Summary

Organized HR Specialist effective at record maintenance and assuring compliance with government employment regulations. I have 7 + years of experience in the human resources department. My expertise in communications and collaboration help me to be efficient and detail-oriented. I'm highly driven to achieve deadlines and meet daily demands.

Highlights

- Detail oriented
- Customer Service
- Management skills
- Field and Internet Marketing
- HRIS System Knowledge
- On-boarding
- Flexible
- People oriented
- Positive
- Reliable
- Communicative skills
- Punctual

Accomplishments

RIAA Platinum and Gold sales awards with TVT Records

Created a rewards incentive contests to boost record sales

Experience

01/2013 to 03/2016

HR Operations Specialist Clean Harbors - Atherton , CA

- I heavily interact with internal and external clients answering questions, providing guidance, system support and problem solving.
- proficient at oral and written communications
- Process paperwork for new hires, terminations, daily changes in the US and Canada.
- Created and managed more than 1500 confidential personnel records. I maintain and update the company employee files and HR/ Payroll systems along with a few external systems.
- Create user scripts to assist with system upkeep.
- Aid the Benefits team with open enrollment and answer general benefit questions. Track and process Tuition Reimbursement requests. Open and close FMLA cases.
- Assist external and internal candidates with system access issues.
- Handle and process sensitive confidential documents such as I-9 forms, Immigration petitions, corrective action warnings, salary and performance review data.
- Run and provide reports to various departments. Perform various tasks and projects that are assigned. System administrator duties with resetting passwords and user information updates.
- Assist new hires and employees by providing informative information about benefits, payroll, career postings, and company policies .
- Process employment and unemployment verifications requests and work closely with Payroll, IT, Customer Care, Sales and my HR co-workers to provide immediate support.
- Train associates how to use the employee self-service systems , including new managers.
- Provide virtual tours of our the company intranet website using the latest communications platform technology: iMeet and Global Meet.

01/2009 to 01/2013

HR Data Administrator Ascension Health - Elgin , TX

Maintained employee records and sensitive documents for the US. Respond to phone calls, emails, IM chat, and meeting requests for general HR assistance.

Worked with implementation teams to test new systems. I provided training for new hires and internal associates to help with self-service systems or general questions. I provided manager training in relation to the HR/Payroll system.

01/2003 to 01/2010

Street & Online Marketing Team Representative Rwj Barnabas - Somerset , NE

Post and distribute materials, fliers, t-shirts, Posters, stickers handbills and CDs at concert venues. Visit various online music based forums to post information to create hype and awareness for an upcoming shows or new releases. I tagged pictures, banners and music links into various spaces

01/1999 to 01/2009

Communications Liaison Fredbeans - Newtown , PA

Acting assist team lead when managers were off duty by addressing Conference Support Specialist problems or concerns. Managed the flow of communications between the Operations and Reservations department to capture schedule changes. I assisted Lead managers by assigning Support specialist to calls and informing them of the changes. I created the Liaison training manual and trained associates to cover the liaison station, document the called over changes and how to update and maintain the schedule. Assisted Scheduler when needed.

01/1997 to 01/2008

Field Marketing Representative Hcl Technologies Ltd. - Huntington , IN

I created promotional materials, fliers, posters and mailing lists. I was in charge of insuring the clients were represented on new release walls, listening stations and eye-catching displays. I did inventory sales tracking and weekly reports. Hosted new release parties. Passed out Headlining Artists merchandise for the tour managers and label. Worked booths at music festivals and concerts, for autograph sessions and signed fans up on mailing lists and contests.

01/1998 to 01/1999

Operations Specialist Cole Haan - Atlanta , GA

Ran conference calls for clients by announcing speakers and monitoring the meetings. Answered incoming lines, verified call information and placed participants into their meeting.

01/1990 to 01/1998

Store Manager Camelot Music - City , STATE

I handled hiring, terminations, interviews and recruiting. I enforced company codes and policies by conducting meetings, providing oral and written documentations. Composed employee schedules, monitored attendance, organized and held staff meetings, conducted performance reviews and monthly evaluations., Supervised inventory and cash control. Created incentive contests, monitored, inventoried and ordered product. Trained all new associates on store policy, procedure and how to maintain the store.

Education

1990

Diploma : General Studies Riverview High School - City , State General Studies

Lindenwood University Charles Missouri General Business-Fall 1991 through fall 1992

Skills

Administrative, HROI system administrator, Benefits, Cashier, oral communications, Customer Service, data entry, data processing, office machines, hiring, Internet Marketing, inventory controller, meetings specialist, Excel, MS office, PowerPoint, Windows, Word, MS Communicator (Skype) , iMeet, GlobalMeet, problem solving, Promoter, recruiting, sales, Store manager, trouble- shooting, reporting.