

CORPORATE HR SPECIALIST

Professional Summary

Methodical and versatile Human Resources Specialist with 4 years of hands-on experience in food manufacturing and hospitality industry. Proficiency in workers' compensation, recruiting, and benefits. In-depth knowledge of employee management, training program implementation and HR operational efficiency strategies. Works well independently or in team environments. Outstanding analysis skills.

Skills

- Work Planning and Organization
- Verbal and Written Communication
- Time Management
- Explanation of Benefits
- Interpersonal Communication
- Microsoft Office
- Human Resources Operations
- Workforce Planning
- Staff Management
- Detail-Oriented
- Office Administration
- Human Resource Information System HRIS

Education

De Anza College City , State 06/2018 Associate of Science : Business Management

UNITEC - Technology University City 05/2015 Bachelor of Arts : Business Administration

Certifications

- PHR - Professional in Human Resources (In-Process)

Work History

Borgwarner Inc. - Corporate HR Specialist

Livonia , MI 07/2020 - Current

- Contribute to annual performance appraisals by working with supervisors to achieve consistency and compliance with established procedures
- Review existing policies and procedures to make recommendations for enhancing work productivity, recruitment, hiring processes and talent management
- Maintain work structure by updating job requirements and job descriptions for positions
- Oversee and manage hiring process and assist human resources
- Improve customer service rankings by quickly resolving issues to improve overall satisfaction
- Plan and manage recruitment activities for new hires using strategic personnel, staffing agencies and
- Recruit and coordinate interviewing, references, and documentation for open positions hiring follow up on hiring decisions
- Distribute, complete, and process paperwork for new hires
- Work with employees to answer benefits questions and assist in processing life events and open enrollment elections
- Conduct new hire orientation and benefits orientation to build a strong foundation for new employees and increase employee engagement
- Assist in the development of policies and procedures
- Coordinate exit interview for departing employees
- Coach management and teams to promote and facilitate career growth and development
- Manage workers compensation, filing claims, employee recovery follow up, work closely with brokers to maintain up to date case's status, and audit
- Responsible for unemployment claims, PFL, LOA, FMLA/CFRA, etc
- Prepare and submit EEO annual report

Aveanna Healthcare - Corporate HR Manager

Bethlehem, PA 10/2018 - 04/2020

- Conducted interviews with candidates
- Sourced and recruit candidates by using databases, social media etc
- Screened candidates' resumes and job applications
- Assess applicants' relevant knowledge, skills, soft skills, experience and aptitudes
- Completed onboarding cycle with new employees
- Point of contact and build influential candidate relationships during the selection process
- Annual performance review
- Coordinated interviews with multiple hiring managers, and following up with onboarding paperwork
- Established and maintained relationships with managers to stay abreast of current and future hiring and business needs.
- Assisted with the preparation of the performance review process and disciplinary actions with management and hourly employees

- Responsible for all HR related communication with hourly employees
- Responsible for termination and exit interviews
- Maintained up-to-date employee records
- Completed unemployment claim, verification of employment, LOA, PFL, etc
- Trained all management to ensure compliance with applicable employment laws and regulations
- Managed workers compensation open cases filing, tracking, and reporting
- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management
- Organized and led staff orientation programs and training to promote collaboration
- Expanded operational bases and increased revenues by developing and integrating business plans
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards

Unitedhealth Group - Staffing Specialist
Los Angeles , CA 11/2016 - 04/2019

- Managing large amounts of incoming calls
- Build sustainable relationships and trust with customers through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the limits; follow up to ensure resolution, keep records of customer interactions, process customer accounts and file documents
- Follow communications procedures, guidelines and policies
- Developed guidelines, questionnaires and processes for assessing, interviewing and onboarding phases
- Scheduled interviews with potential candidates, filled out required paperwork and prepared introduction manuals
- Managed applicant tracking system (ATS) database by entering, updating and maintaining candidate contact details, resumes and supporting documentation
- Recruited and trained over 50+ individuals to work in food industry, hospitality, maintenance, security detail, technology and community programs
- Developed and facilitated all new-hire orientations
- Managed employee rewards programs
- Improved office efficiency by effectively managing internal communications and correspondence
- Oversaw all HR needs for 50+ employees operation across 2 locations
- Pre-screened resumes prior to sending to corporate hiring managers for consideration

Sykes Enterprises - Customer Service Representative - Remote
City , STATE 10/2014 - 08/2016

- Managing large amounts of incoming calls.
- Build sustainable relationships and trust with customers through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Meet personal/customer service team call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the limits; follow up to ensure resolution, keep records of customer interactions, process customer accounts and file documents.
- Follow communications procedures, guidelines and policies.

Languages

Spanish :

Native or Bilingual

Spanish :

Native or Bilingual