

HR GENERALIST 2/FIRST CONTACT TEAM

Summary

Efficient HR Generalist 2, and Customer Service professional with expertise in developing and implementing HR plans and procedures smoothly and with little guidance. Human Resources Generalist offering 10 years in human resources and customer service. Expertise in client relations, benefits coordination/liaison, special projects and support. Highly driven to achieve company goals.

Highlights

- Ability to provide exceptional customer service in high volume, fast-paced, professional environment
- Has working knowledge of various areas of HR
- Knowledge of applicable state and federal laws and regulations
- Analytical skills to conduct analysis and development
- Demonstrated organizational skills and problem-solving skills
- Experience working in HRIS systems such as Peoplesoft or Oracle
- Proficient in communicating clearly and effectively verbally and in writing and in integrating information in the completion of assignments
- Possess a high degree of political acumen and awareness
- Proven experience exercising strong communication and interpersonal skills to communicate effectively with all levels of staff, both verbally and in writing
- Strong organizational skills and ability to multi-task with demanding timeframes
- Possess ability to work rapidly and accurately with pressure of completing deadlines and frequent interruptions in a fast-paced, constantly changing environment
- Able to lift 15-20 pounds
- Demonstrated ability to handle difficult or volatile situations/individuals effectively

Accomplishments

- 10+ years of HR Generalist/HR experience
- Resolved customer complaints
- Exception Request for Benefits
- Employee Relations Inquiries
- Participated in 9 Open Enrollments; with a volume of a client group up to 80K employees
- Training Seminars
- Development of Training materials
- HIPPA Knowledge
- Processed 700+ inquiries/tickets to date at UCB
- Independently performs a variety of HR tasks with frequently changing and competing priorities
- Provides project support for CSS HR managers and HR Generalist 3 and 4 staff
- Back up for Leave and Benefits team
- Coordinates HR processes within CSS and looks for creative possibilities for continuous improvement of day-to-day operations of the Center

Experience

Adhererx September 2014 to Current HR GENERALIST 2/First Contact Team
Franklin, TN

- Respond to client inquiries with heightened response expectations to exceed customer service expectations
- Use time management skills to successfully deliver on projects for Staff, HR Partners and Supervisors.
- Manage relationships with various client groups.
- Apply professional HR concepts when counseling employees concerning work-related issues of low to moderate scope and complexity, including employee relations.
- Consult with Generalists and CSS managers when working on non-routine issues of complex or sensitive nature and implement solutions for more effective processes
- Provide analyses for human resources issues that are intermediate in scope involving employee benefits and provide benefits counseling to employees.
- Conduct regular Benefits sessions for Academic non-senate and staff titles
- Work with my HR Partners to analyze HR trends and provide recommendations
- Coordinate HR processes within the HR Center and Central HR to look for creative possibilities for continuous improvement of day-to-day operations of CSS processes.
- Run reports for clients upon request to analyze trends and take a proactive approach to data integrity.
- Staff satellite locations and manages operations of the satellite locations
- Worked on specific internal processes for optimizations, such as rehire retiree, Safe Harbor and reporting tools
- Assisted with the implementation of the new payroll system roll-out of CalTime

Electrameccanica Vehicles Corp. Ltd. June 2013 to November 2013 HR Benefits Administrator
Lone Tree, CO

- Conducted benefits administration for 30K+ benefit-eligible employees

- Assisted employees with questions, and emails
- Knowledge base in: medical, dental, vision, 401K, FSA, HSA, Supplemental, basic life insurance, commuter benefits, STD, and LTD plans and COBRA

Spreetail February 2013 to April 2013 Human Resources Assistant
South Tacoma , WA

- Application screening
- Created organizational flow charts and career path reports to evaluate employee compensation information
- Conducted Salary surveys
- Lead training seminars
- Development of resource material through power point presentations and videos
- Processed and maintained personnel documentation
- Staffing
- Scheduled interviews
- Organized interview materials.
- Explained company personnel policies, benefits, and procedures to employees or job applicants.
- Maintained records management database systems.
- HIPAA and PHI knowledgeable.
- Volume of employees assisted: 500.

AIG November 2008 to November 2010 HR Benefits Specialist & Lead Customer Service Professional
City , STATE

- Input of client information through HRIS
- Consultation with employees' and retirees' about their retirement accounts in reference 401K and 403B
- Determined hardship circumstances to allow for disbursements always dealing first-hand with complex and sensitive issues that required confidentiality and professionalism.
- COBRA dissemination of information
- Was able to set priorities while completing a high volume of varied duties.
- Volume of participates assisted: 64K+customers.

Ceridian Benefit Services October 2007 to April 2008 Benefits Specialist & Customer Service Professional
City , STATE

- Accessing Cobra account information for consumers.
- Received customer requests by telephone; analyzed their request and then provided information required
- Demonstrates strong communication skills.
- Some data entry of client information as needed
- Volume of participates assisted: 30K+ customers.

Suncoast Homecare Services May 2007 to October 2007 Vice President of Transportation
City , STATE

- Designed and implemented informational brochures for consumers and employees
- Wrote grant proposals
- PowerPoint presentations for the CEO/President of the company
- Interviewed applicants
- Distributed payroll
- Developed website biography.
- Volume of participates assisted: 200+ customers.

Kaiser Permanente HR Service Center December 1999 to April 2004 Human Resources Benefits Analyst & Customer Service Professional
City , STATE

- Enrollment for the employees of Kaiser/Southern CA in health/welfare benefit plans; medical, dental, vision, disability, STD, LTD, Supplemental Life Insurance and Cobra
- Responsible for managing Dependent Care and Flexible Spending Accounts Programs
- Resolved escalated issues for customer service representatives as needed
- Volume of employees' served assisted: 100K.

Education

University of Phoenix 2007 Master's : Business Administration Healthcare Management City , State , USA

Business Administration with a special emphasis on Healthcare Management

University of California Bachelor's Degree : Sociology City , State Sociology

Oakland Technical High School High school diploma : General Education City , State
Skills

Computer competent (Microsoft Office, Powerpoint,HRIS, Outlook, Gmail, Adobe, Acrobat Reader), Accurate, Customer focused, Detail oriented, Good phone etiquette, manage multiple tasks, planning ability sets and follows a course of action to accomplish goals, project management skills, quality focused and Data Entry.