

HR SOLUTIONS SPECIALIST

Summary

Highly motivated, creative and versatile human resource professional with over 10 years of experience in program development, delivery and employee relations. Proven ability to analyze problems and find innovative solutions with excellent customer service skills, negotiation and facilitation.

Experience

HR Solutions Specialist 06/2014 to Current Adp Syracuse , NY

- Built a consistent and comprehensive high-touch new hire experience for all hires regardless of location.
- Onboarded over 500 employees to EMC in various organizations.
- Identify and clarify issues while working collaboratively with the candidate and hiring manager to achieve prompt resolution.
- Provide resolutions to an assortment of problems of moderately complex scope.
- Conduct New Hire Orientations both live and virtual.
- Analyze standard reports and HR Program reports to provide analysis and identify relevant trends and data to enable HR Business Partner to consult with business.
- Produce new process improvement techniques and services for area of expertise.
- Provide required support for assigned initiatives.
- Serve as an enthusiastic and dedicated ambassador in all candidate interactions.
- Provide escalation resolution for designated Country, Business Unit, and HR Business Partners.
- Responsible for end-to-end content administration of the global HR portal.
- Act as a liaison between global HR teams and the service provider for content management, portal upgrades and issue resolution.
- Handle vendor relationship management for key 3rd parties (ex.
- Employment Screening).
- Perform system updates, upgrades, enhancements and maintenance for HR Systems.
- Develop and deliver communications to stakeholders.

Principal GHRSS Representative 07/2012 to 06/2014 Abt Associates Atlanta , GA

- Developed resolutions to complex problems that required the frequent use of creativity.
- Used judgment within broadly defined policies and practices.
- Anticipated change and directed/redirected efforts.
- Performed additional areas of functional expertise that included Talent Acquisition (processed pre-employment background checks and offer letters, processed candidates to be hired and handled pre-employment inquiries).
- Handled Employee Separation (Voluntary, Involuntary), HR Program Support and Onboarding.
- Updated relevant HR systems(s) to ensure consistent, accurate and timely data entry.
- Handled complex requests.
- Executed systems audits.
- Strong knowledge of InfoCentral and HR Reporting systems.
- Built and ran a variety of scheduled and ad hoc reports.
- Helped provide resolutions to end user reporting questions.
- Ensured compliance with requirements established by company procedure, local government regulations and audit requirements.
- Drove process improvement initiatives for functional areas of expertise.
- Highly knowledgeable of numerous tasks/procedures; work was accomplished with little or no supervision.
- Offered mentoring and guidance to other team members.
- Provided administrative support to local Human Resource Shared Service team when needed.

HRIS Business Analyst 04/2006 to 07/2012 Simos Jacksonville , FL

- Provided end user support for corporate HR systems.
- Troubleshot system issues and escalated as needed, as well as provided solutions.
- Maintained approval roles in ATS and management routing systems.
- Provided data entry support for HRMS.
- Maintained audits for Sarbanes-Oxley Compliance.
- Set up and approved new users via ART for Applicant Tracking System and MARS.
- Monitored Peregrine Tickets for Applicant Tracking System and MARS.
- Performed system testing for the HR Applications.
- Assisted the business groups in training new users.
- Assisted with implementation of the Restructure Project within PeopleSoft.
- Assisted with the Customer Relationship Management Project.
- Provided PeopleSoft support and created queries.

Travel Analyst EMC Corporation City , STATE

Onsite Coordinator American Express Travel Related Services City , STATE

Education

Human Resources Management Certificate Program. Assumption College City , State

B. S : Liberal Arts Liberal Arts

Liberal Arts Business Management Assumption College City , State Liberal Arts Business Management
Business Management Bay State Junior College City , State Business Management
Skills

Administrative Support, ad, ART, clarify, Strong Communication Skills, content, Content Management, Creativity, Customer Relationship
Management, Data Entry, Detail-Oriented, functional, hiring, Human Resource, HR, Human Resources Management, letters, local government,
MARS, Mentoring, Microsoft Office Suite, PeopleSoft, Peregrine, policies, Process Improvement, Quality Assurance, Relationship Management,
reporting, routing, Sarbanes-Oxley, Shared Service, Strategy, Supervision, User Support, upgrades