

OFFICE MANAGER/HR OPERATIONS PARTNER

Summary

Resourceful and accomplished Office Manager with extensive office operations and personnel organization expertise. I have over 18 years of experience running business office procedures including recruitment, accounts payable, receivable, Merchant Services, billing, banking, marketing and Executive support. In all of my positions I have been given the opportunity to research and purchase merchant services, payroll services and all programs and equipment to maintain a busy office. I have been responsible for creating marketing materials, conducting all HR training, scheduling, payroll submission, benefit coordination and all Employee incident reports and follow-up.

Highlights

- Microsoft Office proficiency
- Excel spreadsheets
- QuickBooks expert
- AR/AP
- Executive presentation development
- Meticulous attention to detail
- Professional and mature
- Business writing
- Human Resources Management (HRM)
- Report development

Accomplishments

Increased office organization by developing more efficient filing system and customer database protocols. Developed and implemented company's first employee manual outlining all proper business procedures and office policies. Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude.

Experience

Global Acquisitions Network January 2010 to Current Office Manager/HR Operations Partner

City, STATE

- 20-year old Global Acquisition Company reporting to the President of company.
- Transformed HR from administrative role to strategic business partner, including working with senior management to drive key business and implement performance initiatives.
- Managed busy office with emphasis in AR/AP, Payroll and billing
- Direct human resource functions, including recruiting, hiring practices, benefits and compensation.
- Created employee manual, conducted HR training for over 100 employee's.
- Supported sales staff, marketing department and multiple Executives
- Drafted Employee Manual, including revising outdated policies to ensure compliance and adding new policies to improve morale and be compliant with current EEOC/Title IV initiatives.
- Handled all scheduling of employee's and executives calendar.
- Generated accounting reports using QB and Excel to accurately reflect the health of the Company
- Attained 100% win rate in unemployment claims.

DR Horten January 2005 to January 2010 Office Manager/Human Resources Manager

City, STATE

- General building contractor with \$350 Million in annual revenues and 1000 exempt and non-exempt employees over 35 jobsites.
- Supervised staff of 3.
- Monitored ongoing expenses relative to budget projections.
- Planned, coordinated and controlled daily operations of the organization to include AR/AP, Payroll, Financial reports, etc.
- Reviewed sales price and operating costs. Planned and managed event logistics.
- Implemented processes to streamline workflow.
- Conducted extensive recruiting as sole recruiter accountable for filling 150 professional, engineering and construction positions in 2 years.
- Provided ongoing tactical support and advice in setting growth objectives.
- Introduced new employee orientation and individualized training, resulting in 97% satisfaction record.
- Supervised and conducted Harassment and discrimination training to thousands of employee's.
- Represented the company at industry meetings. Organized meetings. Ensured work was accomplished in a safe manner in accordance with established operating procedures and practices.

Partners In Leadership January 1999 to January 2004 Marketing Manager/Human Resource Partner

City, STATE

- Assistant Manager of Human Resources.
- Aided in managing the Human Resources department.
- Direct supervision of staff of 2.
- Developed and established performance management, progressive discipline policy and recruitment policy guidelines for hourly and salaried employees.
- Implemented flexible benefits plan, incentive pay, and rewards and recognition programs.
- Developed HR grassroots programs to link field units with headquarters and expand corporate organizational vision.
- Expanded internal training initiative to contain supervision and leadership programs, including conflict management and performance evaluation improvement.

- Created and instructed all training programs.
- Launched internal recruitment function, reducing recruitment expense.
- Restructured bloated organizational structure, streamlining administrative staff by 40%.
- Attained 99% win rate in unemployment claims.
- Conceived, developed and implemented series of innovative HR programs, services and leadership initiatives, including comprehensive supervisory training and performance-based incentive compensation programs.
- Honored by 1996 Northern CA Committee for Hispanic Female Excellence in Industry for outstanding leadership of Sponsor Volunteer Program.

Education

Fresno State University Masters of Business Administration City , State

Student government representative

Coursework includes Economics

Coursework includes Organizational Behavior

Fresno State University ABBA City , State

Student government representative

Bachelor of Arts Degree : HR HR

Affiliations

Society for Human Resource Management (SHRM)

Skills

- Sales Software: Salesforce.com, TapScan
- Public Relations Software: Bacon's Mediasource, Factiva
- Desktop Publishing Software: Photoshop, Illustrator, HTML
- Accounting Software: QB Pro, Peachtree, Excel, Merchant Services
- Bilingual English/Spanish