

## SENIOR HUMAN RESOURCES SUPPORT/HR LEARNING CENTER MANAGER

### Summary

Innovative Professional, committed, motivated with exceptional customer service and decision making skills. Strong work ethic, professional demeanor and great initiative. Self-starter with a positive, can-do attitude who is driven to learn, improve and succeed.

### Highlights

### Nominations/Awards

### Certificates

- ADP- Payroll Certified PC Troubleshooting Certificate, State of Connecticut Notary Public since 2004,
- PC Troubleshooting Certificate
- Sikorsky Women's Forum Member 2011-2012 - The Work Place Partner of the year award recipient
- 2011. Nominated Sikorsky Aircraft Presidents' award "Winged" (Customer Focus)
- Audited an HRIS database and received special recognition with a "Thank You Award."

### Experience

Senior Human Resources Support/HR Learning Center Manager 01/2011 to Current Astera Credit Union Lansing , MI

- Manage quality communication, customer support and product representation for each client Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.
- Manage facility complex schedule for training classes and meetings Troubleshooting issues of audio-visual equipment
- Coordinates all audiovisual requirements and ensure that proper equipment is working properly
- Act as a liaison to customers, suppliers, and technical staff to ensure a professional and successful learning environment
- Manage communications regarding pre-work and other training-related details
- Manage registration and completion of courses in the Global Learning Portal system
- Make recommendations to management concerning the learning center improvement for customer service satisfaction Provide technical support in the Global Learning Portal to 5 Star Supervisors and employees
- Manage and analyze the customers' survey responses
- Process vendor invoices purchase requisition system using SAP Support HR projects and special assignments as required including database preparation support
- Audit, and prepare and implement action plans to improve quality of services Delivered training materials to diverse professionals
- Maintain corporate responsibility by staying up-to-date with laws that affect human resource training programs Created new processes and systems for increasing customer service satisfaction.
- Manage finance, analysis and support logistic of 5Star HR program

EXECUTIVE ASSISTANT 01/2007 to 01/2009 Marsh & McLennan Companies, Inc. Golden Valley , MN

- Processed general accounting functions including accounts payable and accounts receivable Organized special events, travel arrangements, corporate agendas and itineraries
- Managed SAP accounting system and processed part inquiries for international staff
- Processed parts and supplies invoices using SAP accounting system Prepared and submitted monthly expense reports Created PowerPoint presentations for staff meetings and trade shows Internet
- Researched and prepared database reports for Marketing Managers and Vice Presidents Managed extensive and complex outlook meeting calendar schedule
- Maintained records for staff office space, phones, blackberries and company credit cards
- Handled inventory and requisition of supplies;
- Processed multiple visas and passports and prepared letter of invitations international company staff
- Coordinated and control all activities, meetings of multiple conference rooms Arranged international travel, hotel and car service Interacted with customs and applied proper codes of sensitive equipment prior to shipping overseas.
- Served as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.

OFFICE ADMINISTRATOR 01/1999 to 01/2007 North American Lighting Inc Elberfeld , IN

- Processed request for legal services and developed databases for claims Prepared legal notices, closing contracts and grants contracts
- Prepared budgets, excel databases, invoices, activity reports and monthly reports
- Managed directors and the city Mayor in special projects Worked closely with the City attorneys regarding the process of notice to quit and relocation to citizens eminent domain notices Retrieved tax and city properties information from the tax assessor database system
- Reviewed neighborhood complaints form and forward to the right departments
- Tracked staff time sheets and managed time keeping
- Prepared travel and reimbursement requests Assisted as a mediator for dispute resolution for the Director of Fair Housing and Fair Rent regarding citizen's complaints of housing related issues.

- Solved moderate to advanced conflicts via phone and email pertaining Housing complains.
- Prepared HUD legal documents and reports Notarized legal
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency
- Developed and implemented efficient accounting, financial and operational systems, forms, disclosures, affidavits and other legal forms.

#### HUMAN RESOURCES COORDINATOR 01/1996 to 01/1999 CASCO PRODUCTS City , STATE

- Explained human resources policies and procedures to all employees human resource federal and state requirements, including but not limited to HIPPA, FMLA, COBRA and OSHA
- Tracked Hourly employee's time, overtime hours, and absentee records
- Engaged in Employee activities and assists with the coordination of employee relations events
- Conducted telephone and on-site exit interviews for all employees
- Answered employee questions during the entrance and exit interview processes
- Selected and assist Manager in interviewing candidates for all available positions Identified staff vacancies and recruited, interviewed and selected applicants
- Assessed employee performance and issued disciplinary notices Worked on 401(k) administration, FMLA and workers' compensation claims and benefits
- Managed over 400 personnel files according to policy and federal and state law and regulations
- Generated employee tracking reports each month using HRIS system
- Offered consistent payroll disbursement with accurate record keeping of employee PTO and Partnered with the IT department to create a streamlined on-boarding process for new hires
- General Accounting, Accounts Payable, Accounts Receivable,
- Events, HRIS System (Human Resources Information Systems), vacation accruals
- Assisted in training and development staff with all aspects of training coordination
- Completed payroll processing from start to finish for more than 400 employees
- Designed new employee packages and sent them via mail and e-mail Assisted customer service with inbound and outbound calls regarding all HR inquiries
- Resolved personnel issues regarding human resources matters needing clarification, submissions and corrections
- Ran queries and reports through the ADP system Organized employee schedules, department phone lists and business card orders.
- Advised managers on organizational policy matters and recommend needed changes Directed personnel, training and labor relations activities.

#### Education

BS : Legal Studies Dispute Resolution UNIVERSITY OF NEW HAVEN City , State

Bachelor of Science : Business Administration Bridgeport University City , State

Associates : Business and Technology HOUSATONIC COMMUNITY COLLEGE City , State

Associate of Arts : Computer Technology BUTLER BUSINESS SCHOOL City , State

#### Skills

General Accounting, Accounts Payable, Accounts Receivable, ADP, ADP- Payroll, Benchmarking, HR Benefits, Budgets Management, Legal Contracts, Customer service, Database Management, Desktop

Publisher, Employee relations, Special Events, HRIS System (Human Resources Information Systems), ISO, KRONOS, Lotus Notes, Microsoft Excel, Outlook, PowerPoint, Windows, Payroll ADP, PC

Troubleshooting, Personnel, Policies and Processes, QuickBooks, Quicken SAP, City Tax, Computer System Technical support