

HR REPRESENTATIVE

Professional Summary

Dedicated, proactive, and dynamic human resources professional with comprehensive years of solid and progressive experience in all facets of human resources and customer service. Highly skilled in managing employee relations, benefits, leave of absence, performance, and training material. A Friendly and reliable team player offering over 9 years of experience in customer service roles. Flexible and responsive to individual customer situations. Adept at effectively balancing organizational and employee needs coupled with exceptional problem solving, interpersonal, and communication skills.

Skills

- Proficient in Microsoft Office applications, with working knowledge of Internet navigation
- Strong Analytical Abilities
- Interpersonal and written communication professional
- Adept to adjusting rapidly to new and challenging situations as well as working well under pressure
- Proven track record of success in benefits administration, as well as records management

Work History

HR Representative , 03/2018 to Current

C&S Family Of Companies â€“ Charleston , SC

- Answer questions from employees regarding health benefits, life insurance, as well as 401k options via phone and email
- Handled the on-boarding process for newly hired employees
- Analyzed departmental documents for appropriate distribution and filing
- Improved office efficiency by effectively managing internal communications and correspondence
- Streamlined complaint response management by providing guidance on policies and ensuring appropriate and accurate investigation processes
- Instructed senior leaders on appropriate employee corrective steps

Advocate , 11/2015 to 03/2018

Great Circle â€“ Marshall , MO

- Ensured superior customer experience by addressing customer concerns demonstrating empathy, and resolving problems on the spot
- Answered average of 70 calls, emails and faxes per day, addressing customer inquiries, solving problems and providing new product information
- Work with support resources to resolve member issues
- Intervene with care providers on behalf of members to assist with appointment scheduling
- Achieved appointment setting goals and service performance requirements of 30% by making sure that all members were scheduled for mammograms, wellness exams, and colonoscopies

Exhibitor Services Representative , 03/2014 to 11/2015

Aramark Corp. â€“ Melbourne , FL

- Built long-term customer relationships and advised customers on purchases and promotions
- Responded to customer requests via telephone and email and effectively answered questions and inquiries.
- Performed initial client assessment and analysis to begin research process
- Entered details such as payments, account information and call logs into Oracle system
- Provided assistance during check-in at the hotel desk during work travel
- Successfully acquired an average of 30 new customers per month, generating a 6% growth in revenue

Waitress , 11/2010 to 03/2014

Hooters Of America LLC â€“ City , STATE

- Applied communication and problem-solving skills to resolve customer complaints and promote brand loyalty.
- Performed opening, closing and shift change duties accurately to keep restaurant working smoothly and ready to meet all customer needs.
- Achieved sales goals by using successful strategies to promote specials, desserts and alcoholic beverages.
- Assigned work tasks and coordinated activities of dining room personnel to provide prompt, courteous service to patrons.
- Assisted in cashiering and Point of Sale (POS) system procedures during busy hours.
- Demonstrated genuine hospitality while greeting and establishing rapport with guests.

Education

Diploma : May 2009

Townview Magnet Center Dallas - City , State

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