# **Objective**

To obtain a position within a progressive organization that will allow me to utilize and expand my vast human resources, communication, research, legal, training/education, social perceptiveness, diversity & inclusion, and active listening experience while offering opportunities and advancement for professional growth.

# **Skills**

* Advanced knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems such as: PeopleSoft HCM/HRMS/Payroll/Time & Labor, Oracle, OnBase, SharePoint, Taleo, Kronos, OrgPlus, PreCheck/LicenseManager Pro, & Microsoft Suite.
* Advanced knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
* Advanced knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
* Advanced knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
* Advanced knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods.
* Proficient knowledge of laws, legal codes, government regulations, and agency rules.

# **Experience**

## University of Texas Southwestern Medical Center, Dallas, TX March 2020 - Current

*Senior HR Generalist, Remote*

* Responsible for data management in the PeopleSoft HCM system.
* Provide support to HR systems users. Works closely with other departments, such as IT, Compensation, Payroll,

Recruiting, and Benefits, to ensure questions/issues/requests are resolved.

* Collaborate with all areas within Human Resources and HRIS to identify areas of concern and items that need to be audited

to ensure the integrity of the data.

* Provide expert advice and support for PeopleSoft HCM including but not limited to, researching and resolving problems,

unexpected results or process flaws.

* Collaborate with senior leadership to ensure the Employee Relations processes, goals and business strategies are met.
* Assist with day-to-day management of license and certification submissions and approvals via PreCheck/LicenseManager Pro and PeopleSoft HCM.
* Conduct research and analysis of organizational trends including review of reports and metrics from PeopleSoft HCM and Orbit.
* Provide on-the-job training to Employee Relations staff on the operation and maintenance of PeopleSoft HCM.
* Consult with managers on resolving employee relations issues (leave of absences, pay administration, disciplinary and

performance issues.

* Develops positive working relationships with other Human Resources leaders to ensure alignment of goals and objectives,

coordination of services, and effective teamwork.

## Direct Interactions/American Red Cross, Seattle, WA August 2019 - March 2020

*Customer Service Representative, Remote*

* Notified Chapter and Regional staff of significant events, and contributed to an Initial Incident Report, when appropriate.
* Ensured accuracy, empathy, and kindness to those affected by emergency or catastrophic events.
* Activated Disaster Health Services, Disaster Mental Health, Disaster Spiritual Care, and Public Affairs when requested.
* Dispatched Disaster Action Team members and monitored the response to ensure appropriate resources were made available.
* Used event triggers such as: size, scope, and type of the event to direct the Disaster Action Team response.
* Documented incoming disaster notifications and created & verified events.

## Teletech, Austin, TX September 2017 - February 2018

*Insurance Customer Service Specialist, Remote*

* Provided excellent customer service by responding promptly to all inbound customer calls regarding personal lines policies, limited by geographic area and line.
* Identified, understood, and interpreted customer needs to implement resolutions and made recommendations for coverage enhancements.
* Retained policyholders who inquired about canceling through open listening, policy review of customer issues, and escalation to the appropriate team if necessary.
* Processed policyholder transactions accurately and within Customer Response Center established time standards.

## Enbridge, Inc., Houston, TX January 2011 - December 2014

*PeopleSoft HR Functional Analyst*

* Supervised the collection and accurate entering of employee information in PeopleSoft HRMS 9.1 for reports and statistical research.
* Conducted analysis, functional documentation, configuration, maintenance, testing, and support for business applications (PeopleSoft HRMS 9.1 & 9.2) through upgrades, new releases, and optimization implementations.
* Partnered with IT team members, business partners and vendors to translate business requirements into viable solutions, identified potential benefits, and re-engineered workflow/processes to achieve anticipated benefits.
* Performed payroll related table changes and updates (pay calendars, pay run IDs, etc.) for PeopleSoft HRMS 9.1 & 9.2.
* Work alongside other HR analysts to help configure and improve PeopleSoft HRMS platform and systems design, structure,

functions, and processes.

* Serves as a member of the project team during planning and implementation phases for application initiatives.
* Serves as lead in assigned functional upgrades.
* Tests new releases of the application in a test environment and establishes live set-up based on test results.
* Creates standard reporting and works with HR staff on special reporting needs required for various areas of HR.
* Designs and generates ad-hoc management reports to satisfy specific needs utilizing Excel (pivot tables and simple v-Look ups).
* Write detailed description of user needs.
* Special projects (involving research, Crystal Report analysis, PeopleSoft Query/SQR and Visio Report creation and

modification).

## InVentiv Clinical, Katy, TX June 2010 - December 2010

*PeopleSoft Functional Consultant*

* Delivered PeopleSoft functional consulting services by acting as subject matter expert and leading clients through the entire systems development lifecycle.
* Advised clients on options, risks, and any impacts based on the new functionality available as part of PeopleSoft upgrades.
* Participated in testing of new functionality and enhancements, including end-to-end testing of new processes and system integration testing.
* Completed process improvement reviews including system functionality, operations, logistics, and personnel.
* Developed clear and concise functional documentation.
* Detected inefficiencies or conflicts in systems and processes and helps to identify effective improvements.

## Weatherford International, Houston, TX October 2008 - April 2010

*Sr. Accounting System Analyst*

* Conducted training for customer end-users at all levels of the organization and related system functionality to customer business requirements.
* Served as a liaison between Finance and Accounting, Treasury, and IT groups to gather requirements, prioritize work, manage development, perform testing, and migrate changes to production.
* Provided Hyperion support including monthly SAP & JDE mapping updates and uploads, MDM maintenance, DEV/QA/PD promotions, consolidations, user security, implementation, query/audit reports, and analysis.
* Documented the workflows of existing processes to identify and recommend process and system improvements.

# **Projects**

## University of Texas Southwestern Medical Center, Dallas, TX August 2020 - Current

*Updated and Implemented Employee Relations Problem Solving Virtual Trainings for Managers*

## University of Texas Southwestern Medical Center, Dallas, TX August 2020 - Current

*Updated and Implemented Employee Relations Processes Virtual Trainings for Managers*

## University of Texas Southwestern Medical Center, Dallas, TX November 2021

*Created Employee Relations Customer Satisfaction Survey*

# **Awards**

## University of Texas Southwestern Medical Center, Dallas, TX March 2020 - Current

*PACT Card (awarded 10 times during 2020-2021, most recently awarded February 2022)*

# **Committees**

## University of Texas Southwestern Medical Center, Dallas, TX June 2020 - Current

*Committee, Employee Relations Decision Making Team*

# **Education**

## Texas Southern University, Houston, TX

*Master of Business Administration*

## Grambling State University, Grambling, LA

*Bachelor of Science, Computer Information Systems*

## Grambling State University, Grambling, LA

*Bachelor of Science, Accounting*

# **Activities**

## Candlelighters Childhood Cancer Family Alliance, Stafford, TX January 2022 - Current

*Volunteer*