

# Swithin Akpor-Mensah

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| Education  | <a href="#">LinkedIn</a> — <a href="#">GitHub</a> |
| <div><div>Florida International University</div><div><div></div></div></div> | Pembroke Pines, FL                                |
| <div><div></div><div>Bachelor of Business Administration</div></div>         | August 2021                                       |

## Skills

- **Frameworks/Platforms:** Azure, Workday, Microsoft 365, Jira, Service Now, Oracle, Greenhouse, BambooHR, ChartHop
- **Certifications:** Azure Admin (AZ 104), Azure Fundamentals (AZ 900), People Analytics (UPenn)

## Experience

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| <div><div>• <b>Linkedin</b></div><div>HR Reporting Analyst - Workday</div><div><div></div></div><div><ul style="list-style-type: none"><li>◦ Created self-service processes via workday to decrease case creation among enterprise-level clients by 50%</li><li>◦ Process and resolve tickets within a 48-hour Service Level Agreement (SLA) by collaborating with designated team members whilst verifying data integrity and conducting routine data audits.</li><li>◦ Creating and maintaining various reports while streamlining Workday processes to decrease customer follow ups by 20%</li><li>◦ Intake customer support cases across global offices via ServiceNow - Utilize Workday &amp; Microsoft Excel to generate and schedule comprehensive data reports contingent to the needs of the stakeholder.</li><li>◦ Effectively resolved hundreds of cases supporting up to 25,000 clients, meeting service level agreements in 100% of cases.</li></ul></div></div>  | <div>Sunnyvale, CA</div> <div>January 2023 - Present</div>          |
| <div><div>• <b>Flexible Finance Inc</b></div><div>HRIS Analyst – People Operations</div><div><div></div></div><div><ul style="list-style-type: none"><li>◦ Lead department leaders through identifying specific KPIs, metrics, and insights to help gauge the dynamic of the organization and where we are aiming to be.</li><li>◦ Lead efforts to drive continuous improvement in data quality and integrity. Identify sources of data integrity issues and propose process improvement solutions which brought organizational data to a point of 100% accuracy.</li><li>◦ Conducted research within People Operations New Hire Emails and confronted FAQs to decrease new hire inquiries by 35%</li><li>◦ Build simple, advanced and complex reports and dashboards regarding diversity and inclusion using a variety of reporting tools.</li><li>◦ Conducted routine I9 audits, background checks to ensure SOC 1 compliance was up to par by 100% on all boards in a startup environment supporting up to 350 employees worldwide.</li></ul></div></div> | <div>New York, NY</div> <div>May 2022 - December 2022(layoff)</div> |
| <div><div>• <b>Robinhood Markets Inc.</b></div><div>HRIS Specialist – People Operations</div><div><div></div></div><div><ul style="list-style-type: none"><li>◦ Managed all aspects of employee data for up to 10,000 employees throughout the full employee life cycle such as changes in compensation, organizational updates, employee changes and audits to build out systems to ensure data integrity to increase accuracy from 75% to 95%.</li><li>◦ Conducted I9 interviews, background checks, and fingerprint checks for 50 employees per month during hypergrowth to ensure compliance was followed.</li><li>◦ Provide functional reporting data for all HR system Implementation processes from Salary, Headcount and Performance Analytics.</li><li>◦ Collaborate with geographically distributed IT, Benefits, Payroll, C-suite and Business partners to aid in business output to increase employee retention</li><li>◦ Developed reports through Workday for applicant tracking.</li></ul></div></div>  | <div>Mountainview, CA</div> <div>August 2021 - December 2022</div>  |
| <div><div>• <b>HCA Healthcare</b></div><div>Talent Acquisition Specialist – HealthTrust</div><div><div></div></div><div><ul style="list-style-type: none"><li>◦ Led recruitment efforts to create implement sourcing strategies by utilizing best practices while leveraging various social media tools</li><li>◦ Developed and executed an employee survey to depict issues within our hiring/onboarding processes in Workday and escalated recommendations to Executive staff. This led to a decrease in FAQs among our new hires and decreased employee turnover by 15%</li><li>◦ Screened and conducted interviews while submitting various candidates to hiring managers for review and feedback to construct competitive offer packages in assisting in successful onboarding for positive employee experience</li></ul></div></div>   | <div>Sunrise, FL</div> <div>April 2021 - August 2021</div>          |
| <div><div>• <b>Memorial Hospital West</b></div><div>HR Generalist – Memorial Healthcare Systems</div><div><div></div></div><div><ul style="list-style-type: none"><li>◦ Point of contact for organization in support of up to 30,000 employees</li><li>◦ Oversaw the administration of people programs such as leaves accommodations, internal mobility, benefits, and mandatory training</li><li>◦ Manage onboarding steps associated with transitioning candidates to “new hires”, including welcome emails, IT logistics, onboarding instructions, etc.</li><li>◦ Manage all Tier1 &amp; Tier 2 tickets regarding all HR disciplines such as: FMLA, benefits, payroll, compensation, and IT</li></ul></div></div>   | <div>Pembroke Pines, FL</div> <div>March 2020 - April 2021</div>    |

## Projects

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- **Linkedin**

Pembroke Pines, FL

Cloud Security Apprentice

January 2023 - Present

- Managed access to cloud resources through account, user and group administration.
- Assessed security risks by analyzing tactical network architectures and topologies
- Collaborated with cloud security team to deploy, configure, and maintain baselines within Azure cloud environments