**Nicole D. Duval**

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508-648-4295

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**Qualifications**

11 years plus at the same employer, with over 8 years of professional experience in the Human Resources field and Executive Assistant with skills that include facilitation of recruitment and selection process, administering of training programs, benefits administration, employee relations and developing and supporting of company policies/procedures. 9 years plus in the Office Management field with strengths in multi-tasking, accuracy of work, overseeing of financial budgets/accounting and managing department.

I am a motivated, dedicated, goal-oriented, self-starter with an excellent work ethic and positive attitude. I have strong computer skills in word, excel, PowerPoint and company specific programs.

**Work History**

April 2019 – Present, Principal Office Assistant to Department of Engineering, Town of Dennis

* Oversee the daily functions of the Engineering Department including customers coming in, on the phone and via email
* Manage all files for the Engineering Department
* Assist the Town Engineer with maintaining budgets for town and state projects
* Oversee all invoices to be processed and ensure being applied against correct GL accounts
* Assist the Engineering team with tracking, facilitating, and creating bid packets for jobs
* Training on the new system to be used by the Town of Dennis – EnerGov
* Process payroll and track all time used by employees within department
* Assist the Department of Public Works Department with any project requests

June 2017 – April 2019, Human Resources & Office Manager, Agway of Cape Cod

* Oversee the daily functioning of the business to ensure smooth operations and appropriate utilization of personnel.
* Ensure all files are maintained appropriately and retained for required length of time.
* Oversee appropriate procurement of office supplies and uniforms.
* Handle all aspect of accounts payable, entering payables and processing check runs with approval of Controller.
* Research issues with payables.
* Process all vendor credits and maintain appropriate records to back up any outstanding credits, provide backup to write off any uncollectible credit amounts.
* Manage vendor relations and maintain vendor contacts to resolve any issues that may arise.
* Manage the administrative functions of human resources to ensure compliance with federal and state laws and requirements especially as pertains to paperwork and recordkeeping, regulatory filing.
* Access ThinkHR and other appropriate resources to research issues.
* Arrange for any necessary training for company personnel with appropriate approval and maintain records of trainings, especially about required safety and materials-handling trainings.
* Utilize comprehensive online payroll system to the utmost extent possible to handle electronic recordkeeping.
* Payroll processing.
* Participate on Safety Committee and serve as point person for all Workers Compensation claims and recordkeeping for OSHA 300.
* Participate in enhancement and/or development, implementation and enforcement of policies and procedures of the organization by way of systems that will improve the overall operation and effectiveness of the corporation.
* Oversee compliance reporting as it relates to fiscal concerns as well as any government reporting.
* Accounts Payable – Covered department for months, have previous years’ experience

2016 to June 2017, Billing Specialist, BackOffice Associates LLC

* Collect and audit consultant time and expense submissions for assigned clients and ensure compliance with company and project guidelines
* Create and distribute accurate and complete invoices within established department and client guidelines
* Perform reviews of invoices completed by peers to ensure accuracy
* Perform analysis of consultant and billed data as requested, including statement of work status, client-requested burn rates, and reconciliation of travel credit cards
* Follow up on issued invoices to ensure timely receipt and collection. Support the controller’s objective of 100% receivables aged less than 30 days

2007 to June 2016, Office Manager, BackOffice Associates LLC

* Budgets- manage multiple company budget areas for headquarters and other global locations
* Management- oversee the receptionist and make sure that key tasks and responsibilities are being met consistently
* Facilities Coordinator- coordinating any issues associated with the building including phones, office equipment and general maintenance
* Office Supplies- maintaining levels and ordering of all office supplies while adhering to established budget requirements
* Miscellaneous Projects- managing various projects such as new hire desk setup, Friday employee lunches, holiday parties, employee moves within building and fundraising

2007 to July 2006, Human Resources Manager, Polymer Resources Ltd

* Responsible for all aspects of hiring, disciplinary actions, reviews, terminations and payroll
* Coordinate and administer employee benefits such as health, dental, life, short-term disability and long-term disability plans and claims
* Make arrangements for classified advertising
* Review all incoming applications and resumes; conduct in-person interviews
* Administer workers compensation record keeping, claim tracking with safety director
* Assist with the enrollment and educational program of 401K
* Assess and develop processes/procedures for Human Resources related areas

2000 to 2006, Assistant to the Human Resources Director & General Manager, Shepley Wood Products

* Responsible for scheduling all appointments of General Manager calendar
* Assist with the development and creation of many corporate policies, procedures and programs
* Develop and maintain employee review scheduling, processing of all paperwork and follow-up appointments monthly
* Coordinate and administer employee benefit programs such as healthy, dental, life, short-term disability and long-term disability plans and claims
* Recruits job applicants through one or more of the follow methods; internal postings, e-recruiting, newspaper advertising, job fairs and colleges
* Screens incoming resumes and conducts appropriate in-person interviews
* Conducts pre-hire procedures to include the following; send applicants for pre-employment drug screening, conduct appropriate background/reference checks, send out new hire packets and coordinate start dates with supervisors/managers
* Administer with the training department, new employee orientation sessions for all hourly and salaried employees
* Assist with the administration of various training programs for the employees within facility including management and supervisory training
* Assist in managing the employee relations efforts within the company by answering employee inquiries, addressing concerns, conducting investigations, mediating resolutions, and acting as a resource for the management staff regarding employee relations issues

1997 to 2000, Executive Assistant to the President, Shepley Wood Products

1991 to 1997, Accounts Payable, Shepley Wood Products

**Education**

1983 to 1987 Dennis Yarmouth High School

1987 to 1991 Framingham State College, Bachelor’s in Clothing & Textiles

**Computer Skills**

Microsoft Excel, Microsoft Word, Publisher, Power Point, Outlook, Snag-It, Custom programs per employer

References furnished upon request