



# MONIQUE FRASIER

## OBJECTIVE

Dedicated and focused Administrative / Executive professional with 14+ years of attention to detail experience. Excels dynamically in completing complex tasks with prestigious efficiency in performance-based organization.

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## EXPERIENCE

### **HR Admin / Office Manager**

T-Mobile, Charleston, SC

Feb 2017 - Present

- Championed a customer relationship management system update that improved client interaction tracking, boosting repeat business by 30%.
- Orchestrated a cross-departmental workflow redesign that enhanced team efficiency, cutting project turnaround times by 25%.
- Negotiated with 30+ vendors to secure cost-effective office supplies and services, saving the company over \$15,000 annually.
- Led a team of 25 administrative professionals, fostering a collaborative environment that improved staff retention by 40%.
- Created Division Directors / Executives Streamline Excellence Training Courses that provide workplace deconfliction training which led to On-Site Manager of the Year.

### **Supervisor - Human Resources**

T-Mobile, Charleston, SC

Jan 2015 – Jan 2017

- Devised and executed a comprehensive office management strategy that incorporated HR best practices, leading to a 45% increase in employee satisfaction.
- Spearheaded a diversity and inclusion campaign, increasing satisfactory employee representation in leadership positions by 12% and decreasing employee's confliction rate by 27%.
- Implemented a new talent acquisition system, reducing time-to-hire by 30% and elevating the quality of candidates.
- Facilitated professional development programs, enhancing staff skills and leading to a 20% rise in team productivity.
- Overhauled the employee onboarding process, integrating new software that reduced onboarding errors by 95%.
- Served as the liaison between management and staff, mediating conflicts and creating an open, trusting environment.

### **Employee Production Supervisor / HR Administrator**

Charleston County Register Leasing and Deeds, Charleston, SC

Sep 2012 – Dec 2014

- Tracked all employees work production and statistical rankings, which led to 31% work production increase.
- Co-authored sections of the company's employee handbook which cut employee orientation time by a third through the development of tools that streamlined and organized human resources paperwork.

- Oversaw the development and implementation of a company-wide retention strategy, reducing turnover by 8%.
- Implemented and led leadership training groups that increased managerial effectiveness across the region.
- Managed legal information chain from key executives, company employees, and attorneys.
- Coordinated intern and new hire orientation programs which contributed to a 35% increase in retention over the first 6 months of employment.

#### **HR Administrator**

T-Mobile, Charleston, SC

May 2009 – Aug 2012

- Orchestrated a comprehensive agenda for C-suite executives that improved time management and productivity by 30%.
- Curated and managed a database of executive contacts, ensuring efficient information retrieval and networking capabilities.
- Supervised a team of 10 admin staff, providing mentoring that led to two team members being promoted to leadership positions.
- Revitalized the company's internal communication system, leading to a 40% reduction in miscommunication issues.

#### **EDUCATION**

- Master Business Administration, Tritech University Aug 2014
- Bachelor of Business Administration, Southern Wesleyan University Dec 2011
  - Cum Laude
  - Concentration in Office Management
- Associates of Arts, Southern Wesleyan University Dec 2012
- Human Resources Resilience Certification, Penn State University Dec 2014

#### **SKILLS**

- Office Management: Calendar Management, Travel Coordination, Event Planning, Inventory Management, Data Entry, Report Generation
- Equity Managerial Trainer
- HR Deconfliction Coach / Trainer
- Software Proficiency: MS Office Suite (Expert), Google Workspace (Expert)
- Communication Tools: Zoom, WebEx, Skype for Business, GoToMeeting, MS Teams
- Administrative Skills: Project Coordination, Budgeting, Record Keeping, Compliance, Office Technology, Vendor Relations

#### **ATTRIBUTES**

- Created organizational Coach Teach Mentorship (CTM) success program.
- Volunteer for Royal Baptist Church Food Drive

