**Professional Summary:**

* Supervised teams of 14-20 coworkers, exceeded departmental expectations
* Two time Magellan Health Services Excellence Rewards Program Winner
* Member Society Human Resource Management

**Professional Experience:**

**Performance Development Group Melvern, PA**

**Remote LMS Succesfactors Business Consultant April-2017-June 2017**

* Process learning management requests for service in remote centralized learning helpdesk with Salesforce, Workday and SuccesFactors LMS E-Learning technology and service management ticketing systems
* Provide advanced technical troubleshooting and workflow design reporting analytics for biopharma organization with quarterly travel to client sites for collaboration and implementation

**Volunteers of America Minneapolis, MN June 2016-October 2016  
 Remote Contract HRIS Analyst/ HR Business Analyst**

* Created and manage Human Resources diversity, payroll, and recruiting corporate compliance reports in UltiPro HRIS technology while managing HR projects from design to completion
* Maintained and design organizational training and knowledge transfer for Human Resources Vice-President and Directors on system processes and report functionality and design

**YMCA, Minneapolis, MN**

**HRIS Solutions Analyst August 2015 – November 2015**

* Interviewed Subject Matter Experts for business process improvement of HRIS System
* Created content for E-Learnings with Articulate Story-line and SAP Success factors Learning Management System while serving as corporate system administrator, and other vendor course implementation
* Coached and trained data entry staff and managers in hiring processes at YMCA sites using KRONOS Talent Management and KRONOS Workforce Central
* Processed payroll checks for off-cycle runs in KRONOS Workforce Central and Wells Fargo CEO
* Traveled to consult with leaders on strategic Human Resources goals and direction while managing HR projects from creation and implementation

**The Language Banc Minneapolis, MN November 2014-August 2015**

**Human Resources Director**

* Performed and created compliance audits of medical language interpreters and health service staff with HIPPA, TB and medical requirements according to vendor hospital contracting requirements and clinic resolution process for escalated issues, managing HR Projects including course implementation and interpreter predictive assessment
* Trained and coached independent contractor staff in performance, conducted new hire orientation, created training materials, organized staff incentives coordinated vendors and corrective action for business compliance when needed
* Preformed recruitment, selection and placement activities of rare language sources and specialty medical therapists including background checks and on-boarding

**Xcel Energy Minneapolis, MN**

**Contractor-HR Coordinator Talent Workforce Management Technology April 2014 – November 2014**

* Processed E-Learning Talent Management and LMS HR project management course library implementation SAP Success factors
* Created content for E-Learnings with Articulate Story-line- mixed media e-learning courses
* Wrote, edited, posted, job descriptions in Taleo Applicant Tracking Systems
* Responded to and follow up on Remedy IT tickets and process with partnership from IT helpdesk
* Managed training rooms scheduling
* Worked with trainers and hiring leaders to process job postings with People-Soft Reports, background checks, offers, drug screens
* Performance Management technology support for managers and employee development including succession planning HR software application (SAP-SuccessFactors)
* Updated PeopleSoft employee data in Workforce Administration, Payroll and Compensation based on HR reports

**Interim Inter-Government Membership Coordinator**

**State of Minnesota- Pharmacy Alliance October 2013-January 2014**

* Coordinated, reviewed, approved, applications for healthcare facilities, educational institutions, Government agencies
* Negotiated with vendors
* Designed databases to organize membership by cost analysis, population size, type and quantity of healthcare products used
* Worked with internal pharmacists to obtain maximum drug pricing, medical supplies, specialized healthcare programs

**Senior Workforce Management Corporate Business Analyst**

**Best Buy Corporation Minneapolis, MN September 2012 - April 2013**

* Piloted new processes and forecast Contact Center workloads, in Service Repair Contact Center using Aspect EWFM, Avaya CMS SAP Success factors Learning Management System
* Led efficiency improvements, improve financial results through effective Project Management and budget forecast preparation reporting creation including and other e-learning course implementation
* Developed E-Learning content, managed projects
* Managed Contact Centers offshore vendors forecasting, mentored staff and managers in Workforce Management forecasting and scheduling processes

**Contractor-Scheduling Coordinator Workforce Management Business Analyst**

**Prostaff @ Target Corporation Minneapolis, MN August 2012 -September 2012**

* Scheduled trainings, meetings, off phone activities in IEX TotalView for both internal and Global SAP Success factors LMS Workforce Management Vendors for 1700 seat Multi-Channel Contact Center including Learning Management System Administration
* Forecasted Call Center internal and Vendor volumes. Worked to fill staffing container gaps with Contact Center Vendors

**Corporate Call Center Workforce Management Business Analyst**

**Centene Corporation Minneapolis, MN April 2009- September 2011**

* Processed daily schedule updates and payroll in Blue Pumpkin Workforce Management system for Nurses/Customer Service Agents, fill staffing Nursing gaps in schedules
* Facilitated password resets, VPN Citrix remote connection assistance, emergency crisis management
* Developed E-Learning and PowerPoint Trainings, healthcare claims call center reports, executive summaries for Member, Provider, Claims, Behavioral Health crisis and 24/7 emergency room triage Call Centers
* Designed Call Monitoring program using Verint Impact 360 Witness, conducted audits on call monitoring, audit tool development, reporting implementation coordination with Learning Management System (LMS) and vendor courseware management and implementation
* Traveled to Call Centers, train management, make assessments, recommendations, quarterly quality site visit

**Supervisor Contact Center Reservations/Communications**

**Four Seasons Hotels and Resorts, St. Louis, MO April 2008- April 2009**

* Coached, counseled, and trained Reservations and Call Center staff, exceeded room revenue goals
* Processed employee performance reviews and payroll
* Designed employee training and forms, participated in process improvement activities
* Provided feedback, conducted quality call audits on service quality standards, and sales
* Achieved 88,000 + Revenue in 3 months

**Supervisor Workforce, Customer Service Authorization Services**

**Magellan Health Radiology Services St. Louis, MO February 2007- April 2008**

* Interviewed, supervised, evaluated, trained teams of 22-26 Customer Service Representatives
* Managed health insurance plan accounts
* Managed team budget of over $340,000 including employee bi-weekly payroll processing utilizing ADP software
* Coordinated Help-Desk employee PC and Telephone moves in Remedy and Heat Self-Service, call routing, assigned courses to staff in (LMS) provided reporting from system
* Administered Employee compensation and benefits, salary and bonus adjustments, FMLA, performance reviews, performance improvement plan and termination processing, attend court depositions, employee event planning
* Managed virtual Contact Center using Avaya CMS and IEX TotalView Workforce Management software

**Team Leader Tele-Recruitment**

**American National Red Cross St. Louis, MO May 2005-May 2006**

* Supervised, evaluated and monitored team of 20-25 call center agents in an outbound call center
* Met or exceeded daily and monthly departmental goals, provided technical assistance with MS Excel and MS Outlook products

**RELATED EXPERIENCE**

* Remote LMS Succesfactors Business Consultant Performance Development Group April-2017-June 2017
* Telecommute-Contract HRIS Analyst Volunteers of America Minneapolis, MN June 2016-September 2016
* HRIS Solutions Analyst YMCA Greater Twin Cities August 2015 – November 2015
* Contractor-HR-[Talent Management Technology Consultant](https://www.linkedin.com/search?search=&title=Talent+Management+Technology+Consultant&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title) Xcel Energy 2014

**Skills- Accreditation- Certificates:**

Presentations, Office Management, Tech Support, ADP E-Time, Avaya IP Agent, Digital Data Voice Hosted Interactive Voice Response Unit, Procedure Development, Avaya CMS, IEX TotalView, Heat Self-Service, Blue Pumpkin, Aspect EWFM Remedy Helpdesk, IVR & CTI Technology, Opera PM, Verint Impact 360, Pharmacy Helpdesk, Microsoft Word, Microsoft Excel, PowerPoint, Microsoft CRM, Microsoft Visio. Learning Management Systems, KRONOS Talent Management, KRONOS Workforce Central, Contact Center Forecasting and Scheduling, Workforce Management, IVR Digital Data Voice and Self Service Management Design, SuccessFactors SAP LMS, Taleo Recruiting and Administration, Remedy, PeopleSoft, Meeting Planner, SharePoint, PeopleSoft, Process Improvement/Business Analysis Skillsoft E-Learning NICE and Witness Verint Call Recording software, UltiPro, HRIS technology

Human Resources Fundamentals (HRCI/PHR)•Developing Human Resources(HRCI/PHR)•Employment Management (HRCI/PHR)•Programs to Benefit Employees (HRCI/PHR)•Recruiting and Selecting Candidates (HRCI/PHR)•Employment Relations (HRCI/PHR)•Developing Employees (HRCI/PHR)•Non-Unionized Workplaces (HRCI/PHR)•Risk Assessment and Prevention (HRCI/PHR)•Offers, Contracts, and Exit from the Organization (HRCI/PHR)•Risk Assessment and Prevention (HRCI/PHR)•Employment Relations (HRCI/PHR)•Unionized Workplaces (HRCI/PHR) •Strategic Management (HRCI/PHR)•Health and Safety in the Workplace (HRCI/PHR)•Compensating Employees (HRCI/PHR)•Affirmative Action and the EEO (HRCI/PHR).