**Zahrah m. Phillips**

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##### Senior-Human Resource/Benefits Specialist

**Staff Retention | Practices & Policies | Talent Management**

Accomplished and detail-oriented **Human Resources Professional** with **9 years’** experience in Benefits and Leave of absence. Proven record of achievement, harbors a solid reputation of resolving concerns and building rapport quickly. Has a dedication to upholding all rules, policies, and all laws, and easily multi-tasks and supports staff congruently. Proficient in giving valuable decisions and taking the feedback from the employees. Expert level of key software, pertinent regulations. Is talented, communicative, and is able to manage any and every challenge.

**Areas Of Expertise**

|  |  |  |
| --- | --- | --- |
| * Benefits/Billing Reconciliation * Labor Relations & Laws * Strategic Planning/Analysis * Organizational Management | * Safety/Workers Compensation * Training & Development * Planning & Budgeting * Payroll Benefits | * Disciplinary Matters * Effective Learner * Interpersonal Skills * Communication Skills |

**Professional Experience**

**PMAC LENDING SERVICES INC,** Downey, CA 2015 – Present

***HR/Benefits Specialist-*** ***Contract***

Accountable to ensure optimal functioning of the Human Resources team in the area of benefits administration. Cooperate with Plan Administrators, Human Resources and Payroll to help execute and resolve issues. Function as a point-of-contact for benefits related questions and concerns. Efficiently respond to employee phone and email inquiries benefits questions, problems or procedures. Deliver accurate and timely information efficiently. Formulate benefits packages for all new employees. Evaluate efficiency of internal/external policies and processes and recommend appropriate changes. Knowledge of ERISA, HIPAA, COBRA, DOL, developments pertaining to the Affordable Care Act and benefits regulations.

***Key Accomplishments:***

* Successfully responsible for the administration and coordination of employee benefit plans such as 401k, FSA, disability and medical plans.
* Coordinated all Leaves of Absences related to FMLA, Short-Term & Long-Term Disability, and Worker’s Compensation including communicating with LOA Employees and their Managers.
* Assisted with general employee benefit inquires via in-person, e-mail, or phone conferences.
* Streamlined weekly, monthly and quarterly eligibility reports within the ADP portal system
* Prepare and verify calculation of all benefit invoicing.

**WorkCare,** Anaheim, CA 2014 – 2015

***Senior Leave Specialist: FMLA Department***

Diligently manage and coordinate the employee leave of absence process that encompasses multiple states. Harbors strong knowledge of and enforces appropriate compliance to FMLA, CFRA, PDL, ADA, and OFLA in accordance with organizational policy, federal and state laws. Administer medical records, determine outcomes, maintain meticulously organized paperwork, and abide by all federal, state, and internal policies. Expertly gather and organize file documents.

***Key Accomplishments:***

* Revised data and interpreted policies in order to direct the affairs of employees and managers regarding correct implementation.
* Functioned in a highly independent and responsible way without direct supervision at times, prioritize work load while active in a well-run team environment, and upholds and remains apprised of FMLA – Family Medical Leave Act related policies and laws in all 50 states, in order to effectively manage the operational side.
* Skillfully resolve customer issues and deliver exceptional service to employees

***Professional Experience Continued…***

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**COMMERCE CASINO,** Commerce, CA 2012 – 2014

***HR Coordinator/Safety Specialist***

Sustained accurate and current information and documentation on all workers’ compensation claims, safety reports and MSD records. Directed accident investigations, safety meetings, training and new hire orientation. Diligently worked with supervisors and managers on safety issues and risk/accident prevention concerns. Controlled investigations regarding disciplinary action, harassment issues, employee conduct and grievances. Enthusiastically supported in recruiting, staffing, interviewing and evaluating employment factors for prospective employees and employee transfers. Delivered benefits, HRIS, Workers Compensation, recruitment and orientation to over 3,000 employees.

***Key Accomplishments:***

* Assessed employee accident and injury reports successfully to ensure action plan was taken properly. Expertly responded to employee and manager questions regarding safe work practices and environmental hazards.
* Demonstrated high degree of professionalism in attitude and teamwork with patrons, peers and management.
* Encouraged safety policies and awareness to all employees. Facilitated the resolution of workers compensation claims with carrier and aided adjusters with requests for information and documentation in a timely manner.
* Successfully managed employee records in compliance with federal, state and company policies.

**TRADER JOE’S CO,** Monrovia, CA 2011 – 2012

***LOA/ Benefits Administrator - Contract***

Resourcefully coordinated and executed Health and Wellness initiatives with vendors, related specialist and associates. Interconnected with medical institutions regarding status updates on leaves. Successfully promoted to Leave of Absence Administrator in September 2011.

***Key Accomplishments:***

* Produced benefits reports including tracking of hours worked for fulltime and part time employees, worker’s comp claims, and other miscellaneous reports.
* Restructured tracking management of employees’ 120 hours limit of benefit according to company’s insurance guidelines.
* Efficaciously look after administrating and tracking all Worker’s Compensation claims, medical and maternity leaves for division of 30,200 plus team members.

**FOX ENTERTAINMENT, INC,** Los Angeles, CA 2007 – 2010

***Senior Benefits Administrator***

Competently supported in the development, implementation, administration, and communication of employee benefit plans. Harmonized with benefit providers and vendors to ensure appropriate ongoing administration of all benefit programs for self- insured and company insured associates. Established priorities, met deadlines, and managed multiple projects in a fast-paced, changing environment.

***Key Accomplishments:***

* Streamlined benefits system records and supervised conversion of paper records to electronic.
* Ensured that human resource files and records were maintained in accordance with legal requirements, company policies, and procedures.

**TRUSOURCE A DIVISION OF UNION BANK OF CA,** NA            2006 – 2007

***Employee Benefits Specialist II***

Accountable for performing record keeping functions, posting transactions, and maintaining accurate data across multiple applications. Arranged and reviewed qualified retirement plan documents, amendments, corporate resolutions, and administrative forms.

***Key Accomplishments:***

* Examined all questionable items, missing information, and out of balance issues for 401K and Pension processes.
* Administered daily employee requests to ensure compliance policies and procedures established by the company.

**Education & Credentials**

**OSHA Hazard General Industry Certification,** UC San Diego Extension (ISEI)**,** 2014

**PIHRA Member,** District 8 - North Orange County, 2012

**Human Resource Management Certification,** Cal State Dominguez Hills, 2009