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**335 Edgecroft Way • Fuquay Varina, North Carolina • 27526 • 919.285.3874 home**

**OBJECTIVE**

To obtain a position where my where my recruiting and training talents, along with my analytical and interpersonal skills; can be utilized to improve operations and contribute to company profits.

**SKILLS and EXPERIENCE**

**Recruiting/Human Resources/Training:**

* On-Boarding: send offer letters, update and maintain Applicant Tracking System; hire employees in Taleo
* Recruit, interview and select employees for a variety of assignments including but not limited to virtual, administrative, call center, nursing, technical, engineering and manufacturing positions.
* Source active and passive candidates using online recruiting (web sites, job boards, social media sites) and search engines.
* Collaborate with team and management in the design and implementation of new Recruiting processes and procedures
* Build and maintain rapport and trusting relationships with team, employees and customers
* Administer required pre-employment checks or testing to candidates such as drug screening, computer skill testing, background and reference checks.
* Maintain customer and employee records, files and reports to ensure completeness and accuracy.
* Accurately complete employee forms and paperwork including but not limited to payroll/time sheets, benefit enrollment, worker’s compensation, and FMLA.
* Provide career counseling and training to employees to upgrade skills for current and future assignments.
* Coach and counsel employees to ensure quality performance and job satisfaction.
* Implement, plan and conduct new hire orientations and training sessions for high volume staffing agency and key customer accounts.
* Run appropriate reports to enhance staffing efficiency/margins.
* Take initiative to effectively troubleshoot and resolve problems and/or complaints of customers and employees.
* Organize/set-up catering and/or meeting space for training classes.
* Coordinate training program schedule of classes; including facilities allocation, materials, and pre and post course communication.
* Certified Training Instructor for new employee orientation (Manpower @ IBM). Conducted week long classroom training course.

**Customer Service:**

* Ability to work well under tight time deadlines and ability to prioritize, problem-solve, multi-task, and possess critical thinking skills
* Provided productive and efficient work in fast paced team and/or individual settings.
* Consistently meet and exceed company’s quality and performance goals.
* Market company’s promotions while increasing customer’s knowledge of products, services and cost saving ideas.
* Immediately informed families and nursing coordinators of unstaffed shifts or schedule changes as they occurred.
* Organize, analyze and process customer orders received from Sales Reps.
* Assist in obtaining correct pricing on parts and/or orders. Includes checking bids for approval and/or expiration dates and submitting requests for price adjustments before finalizing order.
* Coordinate and support communication with Reps and other depts. (credit, manufacturing) to ensure department and company goals are met.

**Sales and Management:**

* Make client visits and phone calls to expand business, ensure quality customer service and reactivate inactive customers.
* Present company’s programs to prospective clients to acquire new and/or future business.
* Supervised staffing office of 3-6 Recruiters, coordinated schedules, tracked vacation/ personal/ sick days.
* Coach and counsel staff (Recruiters) to ensure quality performance and job satisfaction.

**Administrative:**

* Proficient in Word, Excel, Power Point, and Outlook
* Creates, distributes, updates and maintains reports, memos, spreadsheets and other documents.
* Enter and retrieve data from computer files, programs and systems
* Scheduled nurses for home health agency, creating schedules for 60 +days in advance
* Use tool to evaluate and rate website content and accuracy
* Scheduled and coordinated meetings and travel arrangements for team of 9 reps/managers.
* Performed accounts receivables, accounts payables, check reconciliation and account balancing

**WORK HISTORY**

Recruiter, Talent Acquisition/ Recruiting Coordinator, On-Boarding - PeopleScout- Aug 2014 – Present

Part-Time Recruiter/Business Developer- Smart Moms- Feb 2014 – Aug 2014- Co closed

Stay at Home Parent/Volunteer -Apr 12- Feb 2014

Staffing Coordinator/Scheduler – PSA Healthcare- Mar 10 – Oct 11

Sales Order Support Rep. (Customer Service) **-**Lenovo/Manpower – Jul 09- Mar 10

Full-time Student and Parent/Volunteer- Jun 02- Jun 05 and Jun 05- Jul 09

Sr. Staffing Specialist (Recruiter/Trainer) – Manpower – Aug 98- Jun 02

**EDUCATION**

**B.B.A. – Human Resource Management. Magna Cum Laude 3.78 GPA Jun 2005**