

## HR SPECIALIST

### Summary

Results-driven professional with comprehensive experience in human resources, customer service, and financial services; strengths include problem-solving, strategic thinking and creativity; known as a self-motivated individual with the ability to work well with others in fast-paced environments with outstanding communication skills.

### Highlights

- Recruiting
- Employee relations
- Personnel records maintenance
- New hire orientation
- Exceptional interpersonal skills
- Workday proficient

### Accomplishments

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### Experience

HR SPECIALIST Jul 2013 to Current

Company Name 1/4 City , State

- Support the HR Operations Service Delivery model by serving as a primary contact for escalated issues related to Human Resource Services (e.g., employee benefits, recruiting, on-boarding, relocation, leaves of absence, workforce administration, etc).
- Actively listen, interpret and articulate the needs of the customer (employees, Human Resources team members and management) to ensure timely research and resolution of escalated issues.
- Monitor and maintain case management / ticketing queues to ensure cases are assigned and resolved within stated service levels, as well as to ensure accurate documentation of case status and issue resolution.
- Seek guidance on more complex issues from senior team members and/or internal/external partners as needed, as well as follow established approval processes for all issues requiring resolution outside the standard.
- Provide support to Sr.
- HR Analysts, HR Analysts and management with special projects as required.
- Work with human resources support center to monitor and maintain the highest level of quality service and employee satisfaction.
- Handle sensitive employee data with the utmost of discretion.
- Preparation and review of specific reports, as well as coordinate and assist in the uploading of mass data changes as needed.
- Maintain library of process documents (SOPs, Job Aids, etc.) to ensure accuracy, efficiency and version control.
- Partner with service delivery team members to review and recommend process improvements and enhancements.
- Maintain employee records through imaging and indexing documents appropriately.
- Assist with invoice reconciliation and processing, document preparation review and other similar administrative duties as assigned.

STAFFING SPECIALIST Jun 2008 to Jun 2013

Company Name 1/4 City , State

- On-site point of contact for Co-op/Intern program Completed applicant tracking in Hire systems Responsible for on-boarding of co-ops/interns-payroll/creation of Identity Manager accounts/badging Facilitated New Hire Orientation Processed various workflow forms as needed Interfaced with co-op/interns, managers and contractors when appropriate Conducted exit interviews with co-ops; terminate them from the system Other duties as assigned.
- Conducted new employee orientation to foster positive attitude toward organizational objectives.

STAFFING COORDINATOR Aug 2007 to Apr 2008

Company Name 1/4 City , State

- Responded to associate benefit questions; researched and resolved Assisted with coordinating and conducting HR-related training and other workshops Maintained current knowledge of HR practices, laws, and regulations Addressed/escalated customer issues and concerns-payroll/benefits/badging Assisted Staffing Specialists with Benefit refunds, Workers Compensation, Jury Duty, STD/LTD form preparation Interfaced with candidates, managers and associates when appropriate Produced daily staffing team reports Facilitated New Employee Orientation Conducted phone-screens over the phone with applicants Conducted interviews with applicants Special projects as assigned.

RECRUITING COORDINATOR Sep 2004 to Aug 2007

Company Name 1/4 City , State

- Conducted phone interviews with applicants.
- Developed and enhanced effective relationships with colleges and universities, job fair groups, business associations, advertising and recruitment agencies, and other key resources for sourcing candidates to fill internal positions.
- Teamed with business line managers to identify, recommend, and interview the most qualified candidates.
- Functioned as a liaison between assigned business line(s) and human resources to capitalize on company-wide recruitment initiatives, events, opportunities, and practices.
- Represented U.S.
- Bancorp in the community; proactively sought opportunities to source candidates.
- Performed many duties involving employee communications, such as pre-employment screening, responded to routine questions regarding

human resources' policies and procedures, identified potential issues, etc.

- Maintained and distributed current employee information.
- Answered questions from employees regarding personnel issues.
- Instructed and assisted employees in the completion of forms.
- Delivered New Employee Orientation training.
- Recruited and interviewed 25 applicants per week
- Conducted new employee orientation to foster positive attitude toward organizational objectives..

#### CUSTOMER SERVICE REPRESENTATIVE Feb 2001 to Apr 2004

Company Name 1/4 City , State

- Answered inbound calls for 401(k) customers.
- Placed outbound calls as a follow-up to customer concerns pertaining to their 401(k) plans.
- Processed numerous transactions on 401(k) customers' accounts, i.e.
- loans, withdrawals, exchanges.
- Investigated pending issues on 401(k) customers' accounts, i.e.
- address changes, changes in employment status.

#### TRUSTEE BOARD MEMBER Sep 2014 to Dec 2015

Company Name 1/4 City , State

- Appointed by the church's pastor to the board to assist with making decisions for the church.
- Served as financial secretary, processing payroll checks for those on church payroll.
- Assisted with analyzing and amending the church's budget as necessary.
- Conducted quarterly business meetings with other board members providing financial update of the church to the members.

#### Education

Masters , Public Administration May 2006 Northern Kentucky University 1/4 City , State Public Administration

Bachelor of Arts , English Writing May 2002 Northern Kentucky University 1/4 City , State English Writing

#### Affiliations

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#### Skills

articulate, benefits, case management, employee communications, Human Resources, payroll, processing payroll, personnel, policies, processes, quality, recruiting, research, Staffing, phone, workflow