

SALES & CUSTOMER SERVICE REP

Summary

Administrative & HR Professional Holds Master of Arts (Honors) degree in Human Resource Development from Bowie State University with a 4.0 GPA. Highly organized and detailed oriented HR professional with over 10+ years experience in providing human resource in areas employee relations, recruitment, workers compensation and benefits, employee record-keeping, compliance with Federal & State Laws and HR policies and procedures. A dedicated professional with an excellent written and oral communication skills and the ability to communicate effectively with all levels of the organization. Great research and policy analytical skills, very independent and self-motivated professional with excellent customer service, organizational, Project Management and time management skills, as well as the ability to grow positive relationships with clients, staff and colleagues. Excellent ability to manage a high volume of work by balancing competing deadlines and priorities effectively within a variety of diverse tasks. Proficient user of Microsoft applications. [Job Title] focused on developing efficient processes using knowledge of recruiting, employee relations, training and development and auditing.

Highlights

- New employee orientations
- Staff training and development
- Microsoft Office Suite expert
- Quickbooks
- Human resources audits
- Maintains confidentiality
- HRMS
- HR policies and procedures expertise
- National Human Resources Association
- Human resources management
- People-oriented
- Organized
- Exceptional communicator

Accomplishments

- Holds Master of Arts (Honors) degree in Human Resource Development from Bowie State University with a 4.0 GPA. A dedicated professional with an excellent written and oral communication skills and the ability to communicate effectively with all levels of the organization. Great research and policy analytical skills, very independent and self-motivated professional with excellent customer service, organizational, Project Management and time management skills, as well as the ability to grow positive relationships with clients, staff and colleagues. Excellent ability to manage a high volume of work by balancing competing deadlines and priorities effectively within a variety of diverse tasks. Proficient user of Microsoft applications
- Affiliation and membership include: Society of Human Resources Management, Project Management Institute

Revamped the orientation process for all new hires, which was implemented company-wide. Promoted to [Job Title] after [Number] years of employment. Audited an HRIS database and received special recognition with a "Thank You Award." Designed a standard exit process and interview survey that was implemented permanently.

Experience

Sales & Customer Service Rep

September 2012 to Current Company Name

- Manage high-volume of workload in a sales and customer service environment assisting on average 550 customers per week to increase brand loyalty and awareness as well revenue.
- Analyze customer needs to recommend products and provide customer service to drive sales.
- Achieved a 100% customer service satisfaction and retention average based on communication and listening skills, problem resolution and politeness contributing to company attaining highest customer service ratings (determined by external auditors) in recent years.
- Assist current and new reps in adjusting to rigors of department as it relates to familiarity with processes, driving product sales and performing customer service reducing organizational turn-over.
- Assist customers with purchases, opening accounts and navigating website to facilitate purchase.
- Attained a 95 -100% employee evaluation and rating in 2012 by meeting employee and customer service benchmarks in product knowledge, attendance, customer service in regard to speed, accuracy and volume in the performance of daily tasks.

Explained human resources policies and procedures to all employees. Conducted telephone and onsite exit interviews for all employees. Answered employee questions during the entrance and exit interview processes. Worked closely with HR business partners to facilitate year-end talent reviews and articulate team strengths. Worked closely with HR business partners to facilitate year-end talent reviews and articulate team strengths. Selected and interviewed candidates for all available positions. Created job descriptions to attract a targeted talent pool within the market wage range. Assessed employee performance and issued disciplinary notices. Worked on 401(k) administration, FMLA and workers' compensation claims and benefits. Managed over [Number] personnel files according to policy and federal and state law and regulations. Generated employee tracking reports each month. Offered consistent payroll disbursement with accurate record keeping of employee PTO and vacation accruals. Managed communication regarding employee orientation and open enrollment for benefits. Helped training and development staff with all aspects of training coordination. Completed payroll processing from start to finish for more than [Number] employees. Assisted customer service with inbound and outbound calls regarding all HR inquiries. Designed new employee packages and sent them via mail and e-mail. Resolved

personnel issues regarding human resources matters needing clarification, submissions and corrections. Audited job postings for old, pending, on-hold and draft positions. Completed all work with a [Number]% rate of accuracy. Created social media initiatives for new employee search strategies. Drafted department-specific employee announcements. Ran queries and reports through the ADP system. Partnered with the IT department to create a streamlined onboarding process for new hires. Organized employee schedules, department phone lists and business card orders.

Coordinated communication between administration and executive team
January 2011 to August 2012 Company Name i¼ City , State

- Created social media initiatives for new employee search strategies. Drafted department-specific employee announcements. Ran queries and reports through the ADP system. Partnered with the IT department to create a streamlined onboarding process for new hires. Organized employee schedules, department phone lists and business card orders. se of teamwork and collaboration. The Co-operative London, UK (HR Generalist) Aug. 2003 - July 2007
- Provided support to staff regarding company policies, procedures, and practices.
- Compiled and maintained records related to employees, such as personal data, compensation, benefits, tax data, attendance, and performance reviews or evaluations.
- Assisted with recruiting efforts, including processing employment applications and assisting in other employment activities.
- Created, maintained, and updated employee files to document personnel actions and provided information for payroll and other uses.
- Assisted in administration of compensation programs and helped to monitor performance appraisal process.
- Oversaw HR processes and developed analytics in areas such as new hire orientation and on-boarding, employment verifications, background investigations, employment action form transactions, transfers, promotions, tuition reimbursement, exit interviews, and terminations/resignations.
- Maintained a myriad of databases that supported HR activities/processes as well as maintained up-to-date personnel files in compliance with applicable legal requirements.
- Helped to maintain company organization charts and employee directory.
- Compiled and maintained records for use in employee benefits administration.
- Conducted research to determine the effectiveness of personnel programs and policies.
- Ensured compliance with all applicable federal, state and local laws and regulations.
- Compiled data from personnel records and prepared reports.
- Computed wages and recorded data for use in payroll processing.

Office Manager
August 2007 to September 2010 Company Name i¼ City , State

- Administration & Organization Provided administrative and business support for the firm, CEO and executive team members.
- Coordinated for top executives conference calls, board meetings, travel and special events.
- Negotiated favorable terms and pricing agreements with resorts, vendors, caterers and other providers of services at special events, saving \$55K in 2009.
- Improved office efficiency by creating highly effective organizational and filing system, including quick & thorough indexing, filing & offsite storage, resulting in easy access to critical information, streamline office functioning and increasing office performance by about 15%.
- Maintained CEO's calendar, reorganized executive & finance libraries, assisted managers with special projects as needed, including employee hiring, orientations, on-boarding etc.
- Conducted extensive internet research on competitors and potential acquisitions and reported findings to marketing manager. Developed, formatted and maintained databases. Communication & Client Relations
- Responded to client phone calls and inquiries providing appropriate information as needed.
- Acted as liaison between senior executives, board members, shareholders, middle management and administrative staff maintaining an open line of communication in the process.
- Coordinated the preparation of reports, documents and presentation slides for staff and the board.

Education
Master of Arts : Human Resource Development BOWIE STATE UNIVERSITY i¼ City , State , US

BOWIE STATE UNIVERSITY Bowie, Maryland Master of Arts in Human Resource Development, May 2012 Top [Number]% of class Emphasis in [Subject] [Award Name] Academic Achievement Award Minor in [Subject] Graduated with Honors Human Resources Management certificate Coursework in Industrial-Organizational Psychology Coursework in Business, Economics and Organizational Development Graduate certificate in Organizational Development

Certificate : Project Management Bowie State University Certificate in Project Management, Bowie State University, March 2011
Bachelor's : Human Resources Management CENTRAL UNIVERSITY COLLEGE i¼ City , GH

CENTRAL UNIVERSITY COLLEGE Accra, Ghana Bachelor's degree in Human Resources Management July, 2003 SOFTWARE APPLICATION Proficient in the use of Microsoft Office Applications (Word, Excel, Power Point, Access, Project Manager), Outlook, HRIS, MS Project and MS Publisher. Minor in [Subject] Graduated with Honors Human Resources Management certificate Coursework in Industrial-Organizational Psychology Coursework in Business, Economics and Organizational Development Graduate certificate in Organizational Development

Certifications

Certificate in Project Management, Bowie State University
Professional Affiliations

Affiliation and membership include: Society of Human Resources Management, Project Management Institute

Skills

Databases, Hr, Compensation, Appraisal, Automated Payroll, Benefits, Benefits Administration, Correspondence, Employee Benefits, Hr Generalist, New Hire Orientation, Payroll, Payroll Processing, Performance Appraisal, Personnel Records, Recruiting, Terminations, Increase, Access, Client Relations, Filing, Finance, Liaison, Marketing, Office Manager, Pricing, Customer Service, Receptionist, Retail Sales, Accounts And, Problem Resolution, Product Sales, Sales, Sales And, Satisfaction, Training, Ada, Employee Engagement, Employee Relations, Flsa, Fmla, Hr Issues, Labor Laws, Managerial, New Hires, Performance Management, Recruitment, Claims, Clients, Compensation And Benefits, Excellent Written, Highly Organized, Time Management, Very Organized, Workers Compensation, Mitigation, Human Resources, Project Management, Excel, Hr Information System, Hris, Human Resources Management, Microsoft Office, Microsoft Project, Ms Office, Ms Project, Ms Publisher, Outlook, Project Manager, Publisher, Word