

GENERAL HR ASSISTANT/OFFICE ASSISTANT

Summary

Effective communicator and team leader with excellent time management skills. Familiar with daily office operations and experienced in diffusing staffing issues to ensure all activities are completed in an expeditious manner. An independent worker. Effective organization, planning, oral and written communication skills, able to multi task and meet deadlines efficiently and accurately. Microsoft Office programs and other computerized business systems.

Highlights

- New hire orientation
- Exceptional interpersonal skills
- Personnel records maintenance
- Inventory control
- Staff training
- Supervision and training

Accomplishments

- Promoted to Call Center Manager in 1 year .
- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Experience

August 2010

to

February 2016

Company Name City , State General HR Assistant/Office Assistant

- Greet and screen patients, visitors, and staff, via telephone or in person, for the Medical Department and its related Programs, and answer inquiries.
- Provide quality service that meets the needs of patients and clients as well as other customers - payers, families, referrers, and staff.
- General clerical duties including photocopying, fax and mailing, maintains inventory of medical supplies and instruments and maintain electronic and hard copy filing system.
- Retrieve documents from filing system, maintains office equipment, monitors and maintains office supplies and forms.
- Handle requests for information and data - Insurance authorizations, consult with insurance carriers to determine or obtain authorization for medical consults.
- Resolve administrative problems and inquiries, prepare written responses to routine enquires.
- Prepare and modify documents including correspondence, reports, drafts, memos and emails.
- Schedule and coordinate confidential/sensitive information, such as patient matters, to authorized persons.

November 2009

to

April 2010

Company Name City , State Customer Service Specialist/Call Center

- Gather and assembles fiscal data and prepares various reports.
- Monitor the expenditure of funds.
- Resolve operational issues which arises at the center.
- Receive and responds to questions and complaints from the public.
- Recruit, train, develop work schedules and guides staff Manage day-to-day activities of the Call Center in the absence of the manager.
- Store, retrieve and distribute information to staff and clients of organization.
- Schedule client appointments and maintained highly confidential information.

December 2005

to

December 2008

Company Name City , State Human Resources Assistant

- Maintain organized job files for all positions with position documentation, applicant data, and interview notes.
- Put together new hire packets and new employee folders for HR department.
- Draft correspondence including offer letters, resume acknowledgements, etc.
- Process all new hire and termination paperwork and workflows; including filing.
- Serves as main point of contact for payroll related information.
- Maintain the employee personnel and benefits files.
- Prepare correspondence, letters, memos, presentation material, other documents, spreadsheets.
- Coordinate and prepare New Hire Orientations.
- Use computers to input, extract, query, and research data in personnel database systems, as well as performing office applications.
- Evaluate applicants for basic compliance in regards to position specifications, scheduled.
- interviews and physicals and performed background checks and new employee orientation.
- Create employee surveys through Zarca Interactive software.

- Assist with necessary education and materials to managers/employees including workshops, manuals, employee handbooks, and standardized reports.
- Work closely with Employee Relations Manager of Human Resources to deescalate issues, propose resolutions and execute action plans in order to Organizational challenges.
- Preparation and maintenance of such reports as necessary to carry out the functions of proper disciplinary action or unemployment review hearings.
- Support and lead special projects as needed.

December 2002

to

April 2005

Company Name City , State Assistant Manager

- Assisted end-users with a variety of tax preparation related issues.
- Supervise and train staff, develops and oversee the completion of work, monitors the expenditure of funds.
- Store, retrieve and distribute information to staff and clients of organization.
- Ensure that all staff members could use the system effectively and properly transmit documents to the Internal Revenue Service.
- Receive and responds to questions and complaints from the public.
- Purchase, inventories, and stores merchandise, supplies and equipment.

August 1999

to

December 2005

Company Name City , State Senior Customer Service Representative

- Updating customer's information; inputting recent financial data.
- Provide training and support to employees on banking procedures and terminology.
- Answer customer inquiries and completed troubleshooting on banking software.
- Provide day-to-day guidance, coaching, and support to management and staff.
- Receive and responds to questions and complaints from the public.
- Develop and oversees the completion of work projects.
- Complete projects as assigned including information gathering and tracking.

Education

STRAYER UNIVERSITY City , State Associates Degree : Business Administration/Human Resources Business Administration/Human Resources

PRINCE GEORGE'S COMMUNITY COLLEGE City , State Essentials of Human Resource Management Certificate Program

Skills

administrative, banking, basic, benefits, Call Center, clerical, coaching, client, clients, database, documentation, Employee Relations, fax, filing, financial, forms, funds, Human Resource Management, Human Resources, HR, Insurance, maintains inventory, letters, notes, mailing, materials, office applications, office, monitors, office equipment, Organizational, payroll, personnel, quality, research, spreadsheets, surveys, tax preparation, telephone, employee handbooks, troubleshooting, workshops.