

FUNCTIONAL FORMAT

📍 Complete Address, City, State ZIP Code 📞 888.888.8888 ✉️ samplersum@gmail.com

--HUMAN RESOURCES GENERALIST--

QUALIFICATIONS PROFILE

Multifaceted, detail-oriented, and performance-focused professional, offering hands-on experience in human resources, administrative support, customer service, and organizational leadership. Knowledgeable of wage garnishments, payroll processing, HR compliance, labor laws, and employee relations. Effective at driving organizational efficiency by reviewing reports and identifying discrepancies to develop appropriate solutions. Adept at working in diverse environments and establishing rapport with various professionals from all levels and backgrounds. Articulate communicator with working knowledge of Spanish language.

SUMMARY OF RELEVANT EXPERIENCE

Human Resources Management

- Provided information to the Human Resources (HR) Team and senior leadership on monthly employee feedback, survey trends, and attendance rates
- Facilitated new hire orientation on company's policies and procedures, as well as standard operating procedures
- Held full accountability in conducting audits of payroll timecards and I-9 forms
- Promptly responded to HR questions and issues from employees, as well as technical problems from team members

Administrative Support

- Prepared and submitted sampling requests through the Department of Liquor Licenses and Control (DLLC) website
- Managed the processing of invoices by generating check requests
- Administered payroll processing and tax amendments, while investigating and resolving state and federal tax discrepancies and levy notifications

Technical Functions

- Utilized SAP to process orders, issue blocked orders, and analyze reports
- Made use of e-verify and online filing system and supported the integration of electronic recordkeeping

Customer Service

- Rendered first-rate services to the Sales Team in streamlining the completion of their tasks
- Assumed responsibility in educating clients on state and federal payroll and labor regulations

Training and Development

- Offered hands-on support with the creation of course and materials to prepare co-workers to handle calls in Spanish
- Employed analytical skills in evaluating client survey trends and presenting results to a team of 13 people to enhance call etiquette and case handling

Growth and Development Impacts

- ✓ Succeeded in reducing encoding and compliance errors on new hire information and medical information process requests by developing and implementing Kronos reports
- ✓ Earned selection to serve as the treasurer of the business resource group among other applicants
- ✓ Drove key efforts toward the reconciliation of wage garnishments for employees in five different states in coordination with employees, lawyers, and court representatives to ensure compliance

WORK HISTORY

ABC COMPANY, PHOENIX, AZ

Communications and Media Specialist

Oct 2019–Present

DEF CORPORATION, PHOENIX, AZ

Temporary Administrative Assistant

Aug 2019–Oct 2019

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GHI COMPANY, PHOENIX, AZ

Temporary Claim Examiner

Feb 2019–Mar 2019

JKL, INC., GOODYEAR, AZ

Human Resources Administrator

Oct 2018–Feb 2019

MNO COMPANY, TEMPE, AZ

Associate Client Support Consultant

Jun 2017–Oct 2018

EDUCATION

Bachelor of Science in Business Management: May 2017

ABC STATE UNIVERSITY, TEMPE, AZ

Coursework in Business Management: May 2015

DEF UNIVERSITY, TEMPE, AZ

LICENSE AND CERTIFICATION

Fundamental Payroll Certification (FPC): *Valid Until: Dec 2021*

AMERICAN PAYROLL ASSOCIATION

Adjuster License, State of Texas: *Valid Until: Nov 2021*

TECHNICAL ACUMEN

Typing Speed: 60 WPM | Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook) | Microsoft Publisher
ADP RUN | SharePoint | Kronos | SAP | Google Workspace (Gmail, Docs, Sheets, Slides, and Forms) | MySQL | TOPS
ADP Workforce Now® | Clarify | UltiPro | SQL | C# | Oracle