



**Contact CNJ about this Candidate**

File Name: Free-Resumes-Georgia-0909151  
Title: Human Resources Manager  
Location: Duluth, GA

**OBJECTIVE:** Looking to partner with a stable organization to offer my resources and initiatives to achieve organizational mission and goals.

**QUALIFICATION HIGHLIGHTS:**

- **Masters of Art - Human Resources Development**
- **Bachelor of Art – Dual degree, Management & Management Information System, HR Certificate & SHRM National member & ASTD National member**
- **HRIS – Brassring, ADP, Peoplesoft, Peopleclick, Access, Excel, Report smith/ SPAN>**
- **Streamlined company processes for improvement and tracking trends**
- **Managed FMLA & Workers Compensation, Multitasked, with attention to detail**
- **Handled Open Enrollment for over 500 clients with 100 to 1000 + employees**
- **Employee Relation ability to give constructive criticism , & Dedicated Facilitator**

**PROFESSIONAL EXPERIENCE:**

**2009 - 2009    HR Manager:                      *OB10, Inc. (Call Center)*                      Atlanta, GA**

- Responsible for performing the full scope of HR functions, including **staffing, employee relations, policy interpretation, communication, compensation & benefits communication.**
- Served as primary HR contact for all employees' questions, complaints, & benefit issues.
- Responsible for recruiting & interviewing sales & other exempt positions
- Used ER skills to resolve sensitive ER issues in a confidential, timely & effective manner. Discussed salary issues with CFO to ensure pay equity & market competitiveness within company guidelines. Executed U.S. Payroll, semi-monthly through Paychex
- Managed Workers Compensation, FMLA=2 0& disability leave, updated Policy & Procedures to reflect new legislation & amendments.
- Rolled out company's 1<sup>st</sup> AAP/EEO plan, included writing documents, researching current AAP/EEO laws, training, and serving as liaison between corporate attorney on plan.



- Designed & developed new hire processes. Conducted weekly new hire orientation. Explained HR policies & benefit, secured necessary documentation from work authorization to benefits applications. Conducted exit interviews to determine reasons behind separations & improve retention. Communicated with Brokers, Vendors & ; employees on plan provisions. Customized 401k plan & health and welfare benefits. Ensured accuracy throughout annual enrollment period. Facilitated training and created memos for new plans available for 2007. Modified employee handbook with updates and created new policies & procedures.
- Handled employee relation's grievances, employee recognition, policy development & interpretation, problem solving / dispute resolution, coaching and counseling; Managed unemployment claims, OSHA 300A report, Census Report, EEO Report, & Annual 5500.

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2001 – 2004 **Sr. Benefits Administrator:** *Hewitt Associates LLC (Call Center)* Lincolnshire, IL

- Dedicated Facilitator /Team lead; handled escalated calls, behavioral interviews, educated associates & HR Managers on store level, on plan provisions regarding health & retirement benefits. Processed annual benefit enrollment events for the entire population of the clients.
- Implemented & maintained all labor compliance, i.e., completed mergers and acquisition of H&GB, DC, ADP, FMLA, COBRA, HIPPA, STD & LTD, Life Insurance, Workers' Comp.
- Researched, streamlined, negotiated changes and implemented new benefits plan. Trained new & existing employees on numerous benefit programs. (Ex: Flexible benefit, PPO's, HMO's, POS, Medicare A/B, dental plans, life insurance, disability, & retirement plans. ***Key accomplishments: Increased revenue 33% in 6 months by solving automated voice response issues***

1997 – 2001 nbsp; **HR Recruiter/ Generalist:** *First Data Financial Services* Matteson, IL

- Managed the company's strategic staffing initiatives including identifying recruiting sources, salary negotiating, benefit review & offer letter. Processed & finalized all offers including negotiation & closing. Managed job posting & recruitment correspondence.

#### EDUCATION:

**HR Management Certificate–Kennesaw State University, Kennesaw, GA**

**M.A. Human Resource Development, Webster University, Great Lakes, IL (Dean's List)**

**B.A. Management Information Systems & Management, Columbia College, Park City, IL**  
**A.A. Business**

**Administration, College of Lake County, Grayslake, IL**

**SOFTWARE COMPETENCIES:** People Soft, Ceridian, Lawson, Oracle, SAP, Word, Access, Excel, Power Point, Outlook, Share Point, ADP, Paychex, Kronos, Visio, Clarify, CASPro, & Lotus Notes.

**PROFESSIONAL AFFILIATIONS:** - Society for Human Resources Management Board member – Accountant, SHRM National member, & American Society for Training & Development - ASTD - National Member

**SPAN style="FONT-VARIANT: small-caps">Training & Accolades:** Dale Carnegie “Effectively Communicating & Retaining Human Capita”, Train the Trainer, Managers & HIPAA, E-Commerce security & compliance, Toastmasters, AFLAC training, & Update knowledge on FMLA 2009 Law Amendments– ADP Certified (Pay-Ex & HRB).