

RESUME 225

OBJECTIVE

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company where I can utilize my extensive skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Over 10 years' experience assisting in the Human Resources Department in higher education, wholesale, and construction industries, assisting with all departmental operations, including recruiting and modifications to hiring policies, new employee orientation, explanation of and enrollment in benefits, tracking employee attendance and monitoring for absences, payroll, etc.
- Over 10 years' experience specializing in benefits administration including coordinating, enrolling, and assisting employees with Medical, Dental, Vision, FMLA, Short/Long-Term Disability, Life Insurance, Flexible Spending, and 403(b)
- Initiated, reviewed, revamped, and streamlined existing systems for greater efficiency and productivity, including transitioning antiquated paper systems to digital without interrupting customer support
- Over 20 years' experience providing excellent customer service for both internal and external customers in retail, construction, healthcare, insurance, and higher education, and fast food/food service industries, assisting customers with their product/services requirement, requests, and selections, offering intelligent options/solutions customized to individual needs, and resolving issues to their complete satisfaction
- Strong communications, math, analytical, and problem-solving skills
- Multi-tasks effectively, learns new systems quickly, and completes all projects/assignments on-time or ahead of critical deadlines
- Experienced using computers, Windows, MS Office, proprietary software (Banner, ADP, and PayChex), Internet research, and email; types 60+ WPM, accurately
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

- 07/17 – Present ***Team Member/Shift Supervisor***
CRB Holdings Inc., Niagara Falls, New York
- Provide efficient and friendly guest services in drive-thru and front counter
 - Set up positioning chart including breaks and secondary jobs for each team member on duty for shift
 - Ensure that restaurant is clean and ready for operation
 - Change out cash registers, count drawers and cash on hand, and put in safe
- 10/12 – 04/17 ***Merchandising / Customer Service***
11/08 – 12/09 Sears Holdings Corporation, Cheektowaga, New York
- Responsible for accurately merchandising products throughout the store
 - Set up advertising signage, reviewing signage for accuracy and composition, accordingly
 - Designed and set up floor displays, following plan-o-grams and set-sell lay-outs per corporate specifications
 - Assisted customers with their merchandise selections, suggesting additional merchandise and/or accessories per their preferences, and authorized credits, exchanges, or refunds, collaborating with upper management as necessary
 - Performed various accounting duties in the cash office as directed including calculating overages and shortages, depositing money from previous day's receipts, sometimes up to \$50K, and balancing money in the safe
- 11/08 – 12/09 ***Administrative Assistant***

Good Year Wholesale Tire, Inc., Tonawanda, New York

- Performed a wide range of secretarial, administrative, and some HR duties for the wholesale tire division for customer orders throughout Western New York
- Answered inbound calls and routed callers to appropriate personnel or took detailed messages
- Responsible for incoming/outgoing mail, courier packages, and more
- Responsible for ordering and maintaining office/equipment supplies
- Responsible for performing essential administrative/clerical duties in a timely manner
- Prepared and submitted sales reports, reflecting sales of all wholesale transactions

11/94 – 09/07 **Human Resources Assistant**

Medaille College, Buffalo, New York

- Assisted the department in support of up to 400 employees with their enrollment and/or utilization of their benefits including Medical, Dental, Vision, FMLA, Short/Long-Term Disability, Life Insurance, Flexible Spending Accounts, and 403(b)
- Responsible for processing and tracking Medical, Personal, and FMLA
- Assisted employees with Benefits Enrollment to complete critical, necessary paperwork for enrollments into the system (walk-in, on-line, or by phone)
- Coordinated and collaborated with Co-Workers, Department heads and vendors regarding benefits/HR issues and/or questions pertaining to college faculty/staff
- Conducted new-hire orientations, explaining benefits and distributing information packages
- Prepare and distribute job descriptions, three-month probation and annual employee performance reviews
- Collected timesheets and processed payroll for all employees, bi-weekly, using ADP and PayChex
- Processed and monitored Workers Compensation, long and short term disability, and COBRA
- Promote professional development programs and incentives
- Coordinated and scheduled faculty board meetings, recording and compiling the minutes
- Recognized and commended for transitioning the department's paper file system to digital, reducing employee information retrieval times, increasing productivity, and the administering of benefits

EDUCATION and ACHIEVEMENTS

Master of Business Administration, Human Resource Management, 2005

Medaille College, Buffalo, New York

Bachelor of Science, Human Resource Development, 1999

Dean's List • GPA: 3.68 • VP and Secretary for Niagara Region Society, Human Resource Management

Medaille College, Buffalo, New York

Associate of Occupational Science, Information Processing / Secretarial Science, 1987

Bryant & Stratton Business Institute, Clarence, NY

Medical Receptionist Diploma, 1986

Bryant & Stratton Business Institute, Clarence, NY

AWARDS/HONORS

- Outstanding performance reviews throughout career
- Awarded Employee of the Quarter and Student Government Association Staff Person of the Year for Medaille College
- Recipient for Who's Who Among Students in American Universities and Colleges
- Dean's List for Medaille College for several semesters
- Team member for the 1st Place Team of our M.B.A. Capstone Simulation Competition
- Earned Dean Vaughn Learning Systems 100% Award for Excellence in Medical Terminology at Bryant & Stratton Business Institute