

2012

ANGELA GANDHI

COVER PAGE

This letter is to inform you about my interest in Human Resources. Based on my qualifications, experiences, skills, and the courses I have taken during my undergraduate career at Illinois Institute of Technology, I am confident of my abilities and motivation to keep learning. I am college graduate with Bachelor's of Science degree in Psychology and a minor in Rehabilitation Services and Human Resources.

I am currently working as an HR Senior Shared Services Associate for Discover Financial Services. I am grateful to have the opportunity to work as on the HR Shared Services team, a role I truly enjoy because it is preparing me for my long term goal as an HR Manager. In this position, I input HR data into the PeopleSoft system including new hire processing, job changes, contingent worker maintenance, data corrections, terminations, and extensions. I also manage diverse aspects of the HR function by coordinating employment paperwork, including but not limited to: new hire packets, offer letters, new hire contracts, and termination paperwork to Processing timekeeping data corrections using Kronos.

Please refer to my attached resume to see just how much I have done and what I have to bring to a Human Resources position with your organization. If you feel there is a mutual interest, I would welcome the opportunity to meet with you to learn more about your company, the requirements of the position, and how my qualifications would be a good fit.

Thank you in advance for your time and consideration. I hope to speak with you soon.

Sincerely,

Angela Gandhi

12/01/12



OBJECTIVE: To obtain a position that will allow me to utilize my educational training and continue my professional development in Human Resources.

EDUCATION:

Illinois Institute of Technology, Chicago, Illinois

(May 2010)

- Bachelor of Science Degree in Psychology, Minor in Rehabilitation Services and Human Resources
- Graduated in May 2010 - Major GPA 3.6
- Member of Rotary Club & Psi Chi

ADDITIONAL SKILLS, QUALIFICATIONS, AND STRENGTHS:

- Advanced knowledge of Microsoft Office 2007 (Word, Excel, Power Point, Outlook), PeopleSoft and SPSS, and working knowledge of Kronos, Quickbooks & Applicant Tracking System: Kenexa Recruiter
- Proficient typing abilities, advanced internet research capabilities, quick thinker, detail-oriented with solid analytical and problem-solving skills
- Ability to multi-task and respond to changing workload demands.
- Good verbal and written communication and customer service skills: Four years of experience in tactfully handling customer concerns
- Personal Attributes: Self-starter, fast learner, hard worker, decisive, team player, and goal-oriented

WORK EXPERIENCE:

Discover Financial Services, Riverwoods, Illinois

(July 2012-Present)

Human Resources Senior Shared Services Associate

- Monitor workload for appropriate prioritization and attention to detail to ensure requirements are met accurately and work is completed by the processing deadlines.
- Process onboarding for new hires; manually enter rehires and contingent to permanent hires.
- Input HR data into the PeopleSoft system including status changes, job changes, supervisor changes, promotions, demotions, data corrections, contingent worker maintenance, terminations, and extensions.
- Coordinate employment paperwork, including but not limited to: new hire packets, offer letters, new hire contracts, and termination paperwork.
- Process advanced timekeeping data corrections using Kronos.
- Request manual online checks and/or print checks daily
- Interact with HRIS and local HR staff to complete required processing.
- Complete employment verification letters for employees renewing H1Bs
- Process tuition reimbursement
- Process leave administration
- Create, maintain, and organize HR files (I-9s) in accordance with employment law requirements.
- File and maintain HR file room.
- Data-entry and created mail merges
- Respond to email inquiries and questions.
- Perform general clerical duties including but not limited to: scanning, faxing, copying, filing, pulling reports

- Provide administrative support to HR managers and department; assist with department projects as needed.

Discover Financial Services, Riverwoods, Illinois

(September 2011-April 2011)

Human Resources Shared Services Assistant (Temporary Position)

- Input HR data into the PeopleSoft system including new hire processing, contingent worker maintenance, and extensions.
- Coordinate employment paperwork, including but not limited to: new hire packets, offer letters, new hire contracts, and termination paperwork.
- Process basic timekeeping data corrections using Kronos.
- Create, maintain, and organize HR files (I-9s) in accordance with employment law requirements.
- File and maintain HR file room.
- Data-entry and created mail merges
- Prepare new hire orientation packets.
- Perform general clerical duties including but not limited to: scanning, faxing, copying, filing, pulling reports
- Provide administrative support to HR managers and department; assist with department projects as needed.

ANG Hospitality, LLC, Schaumburg, Illinois

(September 2009 – September 2011)

Human Resources/Administrative Assistant

- Assisted in recruitment process: posted open job positions, sourced resumes for potential candidates, and coordinated interview schedules.
- Performed background checks
- Performed general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
- Opened, sorted and distributed incoming correspondence, including faxes and email.
- Created and modified documents such as invoices, reports, memos, and financials using Microsoft Office.
- Filed and retrieved organizational documents, records and reports.
- Interacted with clients, vendors and visitors.
- Signed for and distribute UPS/Fed Ex/Airborne packages.
- Researched, priced, purchased and made travel arrangements for owners.
- Maintained office calendar to setup and coordinate meetings, conferences and travel arrangements.
- Coordinated and maintained accounting for company credit cards.
- Compiled and drafted information for the creation of employee manuals and standards
- Created performance evaluations, policies, and protocols as an HR liaison for the company.
- Other duties as assigned.

WGN-TV, Chicago, Illinois

(May 2009 – September 2009)

Human Resource Intern

- Reviewed resumes and forwarded the resumes of qualified applicants to appropriate hiring managers.
- Posted open job positions online (Careerbuilder and University Job Sites).
- Screened potential employees and performed background checks.
- Issued ID badges and maintained system and badge distribution process.
- Assisted with processing payroll for interns.
- Prepared staffing and training materials for employees and interns.
- Responsible for maintaining new and current employee information in HRIS system.

- Answered multi-line phones, routed calls and maintained the general Human Resources e-mail.
- Participated in specific daily tasks and various clerical projects such as the annual EEO Public File Reports and I-9 processing.
- Assisted Human Resources Director and/or professional staff members with special projects as assigned.

Champs Sports, Schaumburg, Illinois

(April 2003 – January 2008)

Sales Associate and Cashier

- Serviced all facets of store sales, specializing in friendly customer relations and bringing in repeat clients.
- Displayed a friendly demeanor while providing a high level of customer service.
- Organized display setups and promotions
- Stored merchandise on the sales floor by folding tees and hanging outfits.
- Proficient use of the cash register.

RESEARCH EXPERIENCE:

NSF Grant-IIT Undergraduate Research, Chicago, Illinois

(August 2009-August 2010)

Undergraduate Research Assistant

- Understood and developed competencies in multidisciplinary team functioning.
- Formed research questions and developed valid measures of multi-disciplinary team work.
- Assisted in the development of an assessment center.
- Collected and analyzed data and put the results into the context of previous research.
- Conducted interviews which were used as a basis to develop a survey.
- Prepared and presented results at professional meetings.

Illinois Institute of Technology Psychology Research Lab, Chicago, Illinois (January 2010-May 2010)

Undergraduate Research Manager

- Coordinated a weekly schedule/calendar with researchers and students.
- Conducted at least 7-10 interviews and a role playing activity weekly with students as if they were pursuing a customer service position.

VOLUNTEER INVOLVEMENT:

Gandhi Samaj of Chicago - (Cultural Affiliation), Youth Secretary (September 2011 – Present)

IIT Service-Learning Program, Students' Union Volunteer Services

(September 2006-Jan 2010)

REFERENCES:

Available upon request

Katherine L. Kennedy, IPMA-CP
34 Pond Road
Derry, NH 03038
603-216-7817
jester0812@me.com

Career Goal: Obtain a distinctive position in Human Resource Management that will provide opportunity to apply my education and experience to enhance that position.

Educational Background:

Franklin Pierce University, Master of Business Administration-Human Resources 2011

Franklin Pierce University, Bachelor of Science, Business Management – Cum Laude 1994

Certification:

International Personnel Management Association – Certified Professional-2012-2015

Affiliations:

Society for Human Resource Management: SHRM Member 2003 – Present

International Personnel Management Association: Member 2012-present

Sigma Beta Delta Honor Society 2011-Present

Experience:

2003-Present: Derry Cooperative School District, Derry NH; Director of Human Resources.

- Develop and oversee Human Resources Department.
- Interpretation and implementation of company policies
- Research and implement federal and state labor laws
- Talent recruitment-analyze staffing needs with school administration
- Compensation analysis and administration
- Union contract maintenance/Labor relations
- Collective Bargaining
- Health, dental, vision coverage implementation
- Provide benefit counseling
- Intake of new hires/benefit/salary counseling
- Retirement/terminating employee processing
- Provide financial data for budgetary preparation
- Employee evaluation

1996-2003 – Salem School District, Salem, NH; Director of Human Resources

- Interpretation and implementation of company policies
- Research and implement federal and state labor laws
- Compensation administration
- Union contract maintenance/Labor relations
- Collective Bargaining
- Health, dental, vision coverage implementation
- Provide benefit counseling
- Retirement/terminating employee processing

References furnished upon request

Kathleen LeCain
59 Concord Street ▪ Belmont, NH 03220
603-340-5703 ▪ katielecaain@gmail.com

Objective: Seek the position of Human Resource Manager

Education: Franklin Pierce University
Masters of Business Administration in Human Resource Management Concord, NH
08/08-05/14/11

Johnson & Wales University
Bachelor of Science Business Management Providence, RI
09/05-06/07

Johnson & Wales University
Associate of Science Entrepreneurship Providence, RI
09/03-05/05

Key Skills:

- HR Policies and Procedures
- HRIS & Peoplesoft
- Employee Training and Development
- Confidential Record Keeping
- Employee Counseling
- Team Building/Morale Building
- Staff Recruitment and Retention
- MS Office (Word, Excel, PowerPoint, Access, Outlook)

Affiliations:

- Society for Human Resource Management (SHRM)
- DECA

Employment:
01/12-Present

Parker Hannifin Corporation Kittery, ME
Human Resource Representative

- Team leader for Wellness, and Ergonomics Team; Active member of the safety committee.
- Develop, implement, and maintain action plans to achieve and maintain affirmative action plans to achieve and maintain compliance in accordance with the letter and intent of equal opportunity laws and executive orders.
- Responsible for conducting hourly wage and benefit surveys in preparation for annual reviews and participate in outside hourly and salary wage and benefit surveys.
- Assist in the administration of benefit programs including eligibility, enrollment, and assist employees with questions pertaining to their benefits packet.
- Coordinate employee benefit and service programs such as length of service awards, education assistance and more.
- Maintain good rapport and working relationships with employees and supervisors in an effort to prevent, resolve, and/or cope with personnel issues affecting the workplace. Support a union-free environment.
- Advise supervisors and managers in handling and resolution of personnel and/or performance issues.
- Recommend and interpret company policies.
- Ensure all company policies comply with federal and state employment laws and regulatory agency requirements
- Responsible for HRIS and PeopleSoft administration and maintenance.
- Create, Implement and facilitate learning and development opportunities and training plans.
- Administer Worker's Compensation insurance program through coordination with insurance carrier to minimize unnecessary lost time by employees and unjust claims. If necessary, represent the company at appropriate hearings.
- Responsible for investigation of near miss and accidents.

10/11-12/11

Child Health Services
Human Resource Assistant-Intern

Manchester, NH

- Unpaid position
- Maintain and update personnel records on an as-needed basis
- Review potential applicant resume's and schedule interviews.
- Process new hire paperwork and schedule new hire's orientation.
- Re-designed and revised employee handbook to reflect updated policies and federal/state laws. Last revision was in 2005.
- Updated job description binder as new jobs were created or old one's deleted.
- Attended and participated in HR Committee meetings.
- Knowledge of all MS Office Applications and Internet proficiency.

06/07-
12/11

CVS/pharmacy
Store Manager

Belmont, NH

- Prepared correspondence, newsletters, and new hire packets.
- Directly lead and supervised all non pharmacy employees including the planning, assigning and prioritizing of work.
- Assess store needs and make changes to assignment priorities based on present volume of business, peak business periods, receipt of new inventory, sales and merchandising opportunities, and other factors that are deemed pertinent.
- Review all weekly ad's, monthly reports and documents pertaining to store sales, customer service, staff training progression, vendor and truck deliveries, shrinkage, and register transactions.
- Implement and enforce company policies against unlawful harassment, discrimination, and workplace violence within the store and coordinate with the District Manager where any violations is reported or suspected.
- Maintain knowledge and understanding of state and federal employment laws.
- Develop and implement strategic plans to maximize sales and profits
- Manage interactions with outside vendors including verification and billing of merchandise and execution of payment.
- Maintain knowledge of company and industry sales and marketing trends.
- Recruit, interview, and hire store staff.
- Develop short and long term staffing strategies based on assessment of store staffing needs, labor budget and labor costs.
- Train new employees on job responsibilities, company and store policies and procedures, and expectations of performance.
- Evaluate and review performance of store staff, recommend promotions and wage increases.
- Coach employees to improve and maximize performance, commitment to the company, and commitment to quality and customer service.
- Administer, monitor, and react to internal and external loss prevention programs and systems to protect company assets.
- Analyze and evaluate all operation reports and business reviews; develop plans to improve overall store performance.

09/05
- 05/07

D'Angelo
Assistant Manager/Shift Leader

North Kingstown, RI

- Trained, assisted, and evaluated employees in customer service and productivity techniques.
- Created and revised employee schedules.
- Contributed to the company's success by attracting and retaining new guests through various marketing techniques.

09/04

Home Depot

Tilton, NH

- 06/07

Sales Specialist

- Sold over \$25,000 worth of specialty bath cabinets.
- Scheduled appointments for the kitchen designers.
- Scheduled appliance deliveries with Home Depot's Vendor.
- Contacted customers to follow up with satisfaction of service(s).

Community:

- Served as a Team Captain for Easter Seals of NH.
- Helped rebuild and paint a playground for an inner city school through Home Depot's community program.

References:

Available upon request

Kathy Nogueira, SPHR CEBS

14 Fairway Dr.
Amherst, NH 03031

Mobile: 603 244 8497
Email: mtn5@comcast.net

EXECUTIVE SUMMARY

Accomplished Human Resources professional with comprehensive experience in union and non-union environments, contract services, public education, manufacturing and retail. Most successful in a business environment providing a diverse workforce of professional, technical and nonexempt staff. High energy, goal driven leader with a collaborative and entrepreneurial management style.

EDUCATION

MBA, Human Resources – Franklin Pierce University – planned for 2014
Graduate Certificate in HR Management – Franklin Pierce University
BS, Psychology, Industrial Personnel – Bridgewater State College

PROFESSIONAL CERTIFICATIONS

Senior Professional in Human Resources (SPHR)
Professional in Human Resources (PHR)
Certified Employee Benefits Specialist (CEBS)
Group Benefits Associate(GBA)
Compensation Management Specialist (CMS)

CORE COMPETENCIES

- | | | |
|---------------------------------|----------------------------|----------------------------------|
| • Talent Acquisition/Recruiting | • New Hire On Boarding | • Training and Development |
| • Succession Planning | • Performance Management | • Benefits and Compensation |
| • Union Labor Relations | • Employee Relations | • Policy Creation/Interpretation |
| • Employee Investigation | • Mergers and acquisitions | • Organizational Design |
| • Staff Reductions | • Legal Compliance | • Coaching |

PROFESSIONAL EXPERIENCE

United Water Environmental Services

June 2009 - Present

HUMAN RESOURCES MANAGER -NORTHEAST DIVISION

United Water –Northeast Division is a 75 million dollar subsidiary of GDF Suez a 74 billion dollar multi-national energy and environmental services corporation. The United Water –Northeast Division contract services operation is comprised of 100 locations throughout 8 states and employing 300 professional, union and non-union employees. Acted as consultant,coach and strategic partner to management team at all levels with regard to key HR function such as recruitment, employee and labor relations, engagement, employee development and succession planning, recognition, performance management and discipline.

Nashua School District

August 2008 - June 2009

HUMAN RESOURCES SPECIALIST

Nashua School District is public school system comprised of 17 schools, 12,300 students, approximately 2,000 employees and 5 union contracts. The HR team provided leadership in carrying out the District's mission and effectively and efficiently managing human resources, professional development, educational issues, projects, and programs. The HR team promoted the quality, continuity, and effectiveness of staff through comprehensive and exemplary recruitment, staff development, and evaluation practices.

American Castles LLC.

August 2005 - June 2009

Small Business Owner/Partner

As a home builder and general contractor, provided permitting, site construction, carpentry and turnkey modular home contracting. Involved in all facets of small business including budgeting, finance, customer service, marketing, sales, benefits, compensation and 1099 contractor administration.

Fantastic Favors
Small Business Owner/Partner

June 1997 - September 2006

Crystal Brands Jewelry Group
Human Resources Representative

August 1990 – June 1993

Stop & Shop Companies, Bradlees Division
Personnel Department Manager

May 1989 – August 1990

Tac Temps
Recruiter

September 1987 – August 1989

PROFESSIONAL MEMBERSHIPS & AFFILIATIONS

Society for Human Resources Management
Manchester Area Human Resources Association

Technology Expertise:

Microsoft Word, Excel, PowerPoint, Outlook, ADP HRIS products, Taleo, Successfactors,
PeopleSoft, Actionpro

KELLY L. SIEPER

128 Cannongate Road | Nashua, NH 03063 | (603) 759-8879 | kelynch3@hotmail.com

PROFESSIONAL PROFILE

Manager with a broad-based background in human resources, personnel development, and employee relations. Excels in associate relations through professionalism and effective communication; strong leader and problem solver who builds teamwork and utilizes strategic outlook for achieving long term success. Proven track record with supporting complex human resource investigations and providing appropriate recommendations.

· Employee Relations	· HR investigations
· HR policy communication and enforcement	· Staff recruitment and retention
· Public speaking and presentation skills	· Team Development and training
· Performance Management	· Appraisal and wage review
· Change Management	· Interviewing, orientation, and on-boarding
· Organizational Development	· Strategy implementation and coaching

EXPERIENCE

HANNAFORD BROTHERS COMPANY, Portland ME

2004 – present

Store Manager – Various locations (2007 – Present)

Associate Relations Specialist, temporary assignment- NH Region (July 2012-October 2012)

Assistant Store Manager – Various locations (2005 – 2007)

Retail Management Trainee – Various locations (2004 – 2005)

- Main contact for approximately 50 store teams providing recommendations and decisions on various HR issues.
- Supported sensitive re-organization project assisting with employee severance packages and providing support to displaced associates.
- Organized store listening sessions providing valuable feedback and recommendations to store management on improving associate morale and climate.
- Responsible for conducting numerous sexual harassment and work place violence investigations.
- Led up to 160 associates, including 15 salaried department managers in various locations in the store manager role. Developed strong core management team through active coaching and recognition.
- Tracked and managed weekly payroll of 150 associates. Daily experience with HRIS, Peoplesoft, and Kronos systems.
- Work closely with corporate HR and legal departments to hold employees accountable to job requirements through active performance counseling program. Responsible for daily documentation and action for poor performance. Experience with both salaried and hourly employees.
- Evaluate and react to store staffing needs. Responsible for hiring, orientation, and training programs of new hires.
- Oversee store compliance of training programs including computer based training and instructor lead training.
- Accountable for meeting and enforcing various state and federal labor laws (minor hour violations, workers compensation rules, FMLA tracking, ADA compliance, OSHA standards). Extensive experience with FMLA compliance.
- Conduct yearly performance reviews including wage reviews.
- Establish climate of trust within the store to promote and execute superior customer service results. Exceeded 2011 customer service survey results. Conduct yearly employee satisfaction surveys and create plans to address priority areas.
- Train and implement new company programs within store. Successfully trained store staff on new company strategy in 2009. Conducted strategy presentation and classes for entire store population of 160 employees.
- Analyze monthly financial results for individual store and district results.
- Responsible for planning and executing department manager awards celebration for 200+ salaried managers including power point slide presentations.
- Manage performance of stores ranging from \$300,000 to \$800,000 average weekly sales.
- Motivate store staff to achieve performance goals and successful standard operating procedures.

EDUCATION

FRANKLIN PIERCE UNIVERSITY

Manchester, NH

- MBA candidate, Human Resource Management
- Projected graduation date: 2014

COLLEGE OF THE HOLY CROSS

Worcester, MA

- Bachelor of Arts, Economics, May 2004

Karen Marie West
11 Blossom Lane
Merrimack, NH 03054 US
Mobile: 603-913-3263
Email: karenwestm@aol.com

Availability:

Job Type: Permanent
Work Schedule: Full-Time
40 WPM

Desired locations:

US-Manchester-NH
US-Merrimack-NH

Work Experience:

Management and Program Analyst, GS-343-09

02/2013-Present

40 hrs. per week

Jay Hudson 781-225-1427
20 Schilling Circle
Hanscom AFB, MA 01731

Reviews and analyzes Air Force Official Mail Management (OMM) and Air Force Information Management (IM) policies, procedures and standards and recommends implementation methods and processes to meet a number of established specific guidelines and policies. Plans changes to local procedures to establish base operations for Air Force mail management directions and applied cost-effective procedures. Analyzes trends and ensures that the Five-Year, Business Recovery, Operations, Contingency, Exercise, and Security Plans are reviewed annually. Provides consultation, office assistance, guidance and annual training based on established policy and training guidelines to the Activity Distribution Offices. Based on IM analysis of the use of publications, records management resources, training activities, and forms generation makes recommendations to ensure compliance, reports of effectiveness of IM policy implementation. Serves as alternate Freedom of Information Act and Privacy Act Manager. Work assignments include meeting with customers regarding potential FOIA performance issues and providing input to direct supervisor and /or COR. Participates in contract performance reviews and modifications to existing contracts, as well as, the creation of new contract requirements.

**Defense Contracting Management Agency
Management Assistant**

09/2009-02/2013

343-GS 07
40 hrs. per week

Defense Contracting Management Agency
DCMA BAE SYSTEMS
65 Spit Brook Rd
Nashua, NH United States
Supervisor: Lisamarie C. Clark (603-885-4820)

Assisted managers with hiring procedures, coordinating interviews. Maintained current knowledge for applicable State/Federal laws and regulations. Researched, interpreted and applied appropriate federal laws, regulations, policies and guidelines in employee relations, performance management, and employee benefits. Coordinated with managers and employees at all levels in situations of a highly sensitive nature. Managed organizational level Human Resources and Financial Systems on matters relating to staffing, employee relations and benefits, position classification, and pay benefits. Extracted needed data with which predictive assessments are made relative to cost and schedule. Identified areas of deficiency or non-compliance based on performance indicators established during plan development and implementation through metrics. Served as member of a Program Support Team. Identified areas of deficiency and non-compliance based on performance indicators through percentages recorded on metrics and researching data to identify the issue. Conducted identification checks to ensure legal entry. Responsible for the continuing education, training, and certification of new and experienced employees. Researched and evaluated management practices, training and development programs, leadership principles and employee relations in a Human Resource capacity. Managed site visits by team members and assists in implementing established objectives for each team member and arranges lines of coordination with the Department Contract Management Agency and contractor staff. Managed time and attendance utilizing the Performance Labor Accounting System (PLAS) and the ATAAPS applications. Trained in MOCAS inputting data corrections identified in weekly Contract Reviews. Organizations Technical Administrator assigning personnel to DODAC codes and contract cages codes. Training Manager for 50 people. Provided guidance to employees regarding career field certification programs and other required training. Conducted an in-depth analysis of the problem by performing a Needs Assessment using Organizational /Task/Person Analysis. Efficiently tracked and approved training requests in the CTMS (Civilian Training Management System) and ACQTAS (Acquisition Training Application System) programs for DCMA and DAU courses (Defense Acquisition University). Experienced in submitting requests for certification, course waivers, cancelations, and fulfillments. Local Administrator for the Go Train Safety training website. Managed the Federal Tuition Assistance program at the organizational level.

**Federal Aviation Administration
Administrator Coordinator**

03/2008-09/2009

303-E
32 hrs. per week

FAA/Technical Support
11 Murphy Drive
Nashua, NH
Supervisor: Carolyn John (603-881-1314)

Provided authoritative management advisory services, which include researching, analyzing and evaluating the issues, determining applicable precedents, and identifying the most effective approach. Drafted a variety of reports, letters, memorandums, position descriptions, position evaluation statements,

and other correspondence on a full range of sensitive management issues. Managed continuing education, training, and certification of new and experienced employees. Researched and evaluated management practices, training and development programs, leadership principles and employee relations in a human resource capacity. Assisted managers with hiring procedure, screening of candidates, coordinating interviews. Experience meeting and dealing with managers and employees at all levels in situations of a highly sensitive nature. Maintained liaison with Departmental human resources and financial systems on matters relating to staffing, employee relations and benefits, position classification, pay benefits. Managed operations including forecasting, inventory control, purchasing, and quality insurance. Maximized revenues through efficient travel planning, labor cost controls, and maintaining inventories. Maintained current knowledge and interpretation for all State/Federal laws and regulations. Researched, interpreted and applied appropriate Federal Laws, regulations, policies and guidelines in employee relations, performance management, and employee benefits. Prepared and reviewed outgoing technical correspondence. Provided optimum customer service. Entered fiscal data, tracked, reconciled, overtime, and analyzed data using a variety of automation tools such as Regis, Castle, Crux, and Gov Trip; inputting costs, locations and accounting strings. Reconciled the accounts to ensure proper allocation and expenses that are incurred by government employees are accurate in the Delphi accounting system. Received purchase requests, purchase orders, and travel requests. Took expenditures and tracked the operating surplus for the fiscal year. Served as the coordinator for office events. Tracked and updated monthly mileage for government vehicle through GSA. Maintained an operations budget spreadsheet utilizing excel. Developed power point presentations for meetings, designed invitations using power point, Google, and various graphic websites. Developed the BET Tool for submission to manager. Trained in and created Purchase requests and contract purchase orders using PRISM. Inventoried and assessed individual required PPE equipment and gear. Interpreting regulations to purchase the required safety gear for individual career fields. Attended writing for the web course.

439 Operations Support Squadron-Information Manager

11/2005-10/2008

Air Force Reserve

Westover ARB, Springfield, MA United States E-6, TSgt

Supervisor: Lt Col Thompson (1-413-557-3369)

Directed Unit Training Program as directed for over 80 personnel. Conducted trainee orientation for personnel. Prepared a budget to support training requirements. Researched courses and looked up costs for all training courses and conferences requested. Did a financial work up using cost of the course, rank of member, and estimated travel expenses. Developed a comprehensive analysis to submit to higher headquarters requesting funds for the upcoming fiscal year. Tracked, maintained spreadsheet showing actual expenditures. Managed the reassessment of allocations semi-annually to plan for additional courses and conferences using the surplus budget. Conducted staff assist visits; identifying training shortfalls. Coordinated field evaluation survey of formal training courses and occupational measurement surveys. Conducted training meetings; prepared agendas and meeting minutes. Deployment manager: served as point of contact for all unit wartime planning and preparatory training actions necessary to ensure responsive wartime support. Maintained and inspected deployment equipment and mobility gear monthly. Assessed the quality of the gear, such as the gas mask, for serviceability and wear. Utilized Logistics Module System to manage and track unit status during deployments and exercises.

Reservist-Activated:

November 2005-September 2006

May 1, 2007-November 2007

Air Force, 951 ELS GP Mission Planning/360 Recruiting

05/2005-1/2008

Administrative Assistant

303-GS-06

40 hrs. per week

Hanscom AFB, Bedford, MA United States

Provided authoritative management advisory services, which include researching, analyzing and evaluating the issues, determining applicable precedents, and identifying the most effective approach. Drafted a variety of reports, letters, memoranda's, position descriptions, position evaluation statements, and other correspondence on a full range of sensitive management issues. Conducted identification checks to insure legal entry, assist crowd control, and security services. Researched and evaluated management practices, training and development programs, leadership principles and employee relations in a human resource capacity. Served as an employee advocate for all areas of staffing, performance management employee relations, position classification, payroll, employee benefits and other related services. Met and dealt with managers and employees at all levels in situations of a highly sensitive nature. Maintained liaison with departmental human resources and financial systems on matters relating to staffing, employee relations and benefits, position classification, and pay benefits. Managed operations including forecasting, inventory control, purchasing, and quality insurance. Maximized revenues through efficient travel planning, labor cost controls, and maintaining inventories. Maintained current knowledge and interpretation for all State/Federal laws and regulations. researched, interpreted and applied appropriate Federal Laws, regulations, policies and guidelines in employee relations, performance management, and employee benefits. Served as primary office administrator. Prepared and edited a wide variety of correspondence. Prepared military promotion packages. Managed suspense program by tracking, assigning, sending taskers to 6 squadrons consolidating and responding to headquarters. Security Manager; processed visitor requests to secure locations coordinating with various facilities. Processed actions in the Defense Travel System. Reviewed and administratively edited publications for upcoming programs and software. Created power point presentations for management.

914th Operations Group-Work Group Administrator
Computer Assistant-GS 05/07/09/SSgt
Niagara Falls, NY United States

06/2004-08/2004

Equipment custodian for computers and deployable assets. Ordered and inventoried assets. Maintained computers and peripherals. Inputs request for new equipment and computers; did a cost comparison of 3 products and following government policy on what is authorized for purchase. Maintained deployable equipment for currency and usability. Ordered new required items for stock and last minute real time request; such as uniforms, goggles, vests, holsters, and gas masks. Maintained inventory to include bar codes to keep track of location. Performed annual equipment inspections.

914th Operations Group-Work Group Administrator
Computer Assistant-DETAILED-GS 09/SSgt
Niagara Falls, NY United States

10/2003-06/2004

Work Group Manager for 500 people – set up new accounts, troubleshoot system problems and peripherals. Administered the Information Awareness Program and Network Security Testing Programs. Monitors ongoing operation of network systems to ensure hardware and software are functioning properly and that operational standards are met. Uses established computer techniques to identify and promptly resolve network-related problems within the organization. Troubleshoots hardware, software, Wide Area Network (WAN), and Local Area Network (LAN) problems. Resolves partial system failures (software or hardware-related) by providing for revised applications of system operating capabilities, which involves working through or around the problems with reduced capacity, and readjusting the system when full operating configuration is resolved. Maintains an extensive organizational inventory of computer hardware and software. Assists in the installation and testing of system releases and computer upgrades. Explains system capabilities, limitations, and output variations to users. Provides customer training and assistance for new computer systems. Provides technical assistance to current and potential users of systems to minimize computer disruptions. Developed program for tracking mobility training and requirements for 150 people during three real world deployments. Equipment custodian for computers and deployable assets. Ordered and inventoried assets. Maintained computers and peripherals. Inputs request for new equipment and computers; did a cost comparison of 3 products and following government policy on what is authorized for purchase. Maintained deployable equipment for currency and usability. Ordered new required items for stock and last minute real time request; such as uniforms, goggles, vests,

holsters, and gas masks. Maintained inventory to include bar codes to keep track of location. Performed annual equipment inspections.

328 Airlift Squadron-ART/914 SVS Technician

303-GS-05/SSgt

06/2000-10/2003

Niagara Falls, NY United States

Supervisor: SMSgt Jeannie Morrison ((716)236-2190)

Researched and evaluated management practices, training and development programs, leadership principles and employee relations in a human resource capacity. Managed operations including forecasting, inventory control, purchasing, and quality insurance. Maximized revenues through efficient travel planning, labor cost controls, and maintaining inventories. Maintained current knowledge and interpretation for all State/Federal laws and regulations. Researched, interpreted and applied appropriate Federal Laws, regulations, policies and guidelines in employee relations, performance management, and employee benefits. Managed and tracked Ancillary (combat ready training) through EXCEL data systems. Processed documents and ensured currency of passports, concealed weapons cards, and leveled manning. Performed various administrative duties and monitored Reserve attendance records. Utilized Logistics Module System to manage and track unit status during deployments and exercises. Worked in the Command Post; updated and created command checklists. Participated in the Honor Guard. Shift Supervisor at dining facility; supervised 4 personnel. Established monthly dining facility personnel schedule. Created monthly menus using PowerPoint, adjusted the basic daily food allowance, and placed food orders. Assigned authorized personnel passwords to access the Services Acquisition System. Processed end of day and month reports. Proctored pretest exams, recommended final test for personnel, trained career level training to co-workers using the TEAMS system (automated training records). Trained in radio-brick communication. Trained in NAF accounting inputting process. Requisitions and accounts for subsistence, supplies, and equipment needed to support services programs. Determined resource availability, pricing, and merchandise trends. Established resale merchandise prices, inventory levels, and safeguarding procedures. Activated to Port Mortuary in Dover Delaware processing all the Pentagon fatalities from 9/11.

Full Time Air Force Technician, Niagara Falls ARB, NY

Activated:

September 2001-September 2001

January 2002-June 2002

NCO Financial Systems

12/1999-12/2001

Amherst, NY United States

Client Services/AWG Garnishment Clerk

Annotated accounts for federal and state tax offsets. Applied the offsets to the federal student loans. Extracted debtor information from United Student Aid Funds Eagle System. Implemented student loan information into Letter Verification Certifications for consolidation. Prepared documents and letters for direct payments and consolidations for the states of NY, GA, CO, CT, and FL. Adjusted balances per client and collector requests. Forwarded all information to accounting. Responded to Georgia collector questions by calling the clients and annotating each account. Answered New York, Florida and Connecticut collectors' questions by going online with Higher Education for each state. Contact debtor employers to verify employment for administrative wage garnishment. Actively involved with wage garnishment for Florida, New York, United Student Aid Funds, and Connecticut Federal Student Loans. Requested client code changes in system. Answered incoming calls from debtors wanting to get back into repayment and set them up on a repayment plan after receiving garnishment notice or after receiving their first garnishment deduction. Typed up letters to send to Connecticut Higher Education requesting permission to garnish. Helped maintain ten different files pertaining to garnishment with approximately 200-300 in each file. Handled high volume incoming and outgoing phone lines. Worked with a team in a group environment. Used EXCEL inputting formulas and creating spreadsheets. As a collector, processed approximately 60 applications a day. Established programs with debtors assisting in repayment or consolidation of education debts. Dealt with complaints from debtors after wages or federal taxes were

garnished.

Ellsworth AFB, SD, Services Technician, Active Duty Air Force
January 1995-October 1998

Education:

Franklin Pierce University Online, NH United States

Master's Degree 08/2013

GPA: 3.33 of a maximum 4.0

Credits Earned: 30 Semester hours

Major: MBA-Human Resources

University of Maryland Adelphia, MD United States

Bachelor's Degree 12/2006

Credits Earned: 120 Semester hours

Major: Business Management

Community College of the Air Force Randolph, TX United States

Some College Coursework Completed

Credits Earned: 59 Semester hours

Major: Information Management

Job Related Training:

ACQ 101-December 2008

Formal Advanced Technical Training in the Information Management Career Field-Biloxi, MI-2006

Communications Squadron Certification classes-Niagara Falls, NY-2002-2003

Class: IPMS, Troubleshoot a Workstation, Construct and Troubleshooting, Word, Outlook OPS, BV Admin, Workstation OPS, and Network Basics

Formal Technical Training in the Information Management Career Field-Biloxi, MI-2003

Air Force Honor Guard Training-McGuire AFB, NJ-Feb 2002

Formal Field School-Dobbins, GA- Aug 2001

Formal Mortuary Training School-Dover AFB, DE-Mar 2001

Customer Service Certification-Customer Service University-Ellsworth AFB, SD-1998

Formal Technical Training in the Services Career Field-Lackland AFB, TX-1995

Additional Information:

Fundamentals of Exceptional Customer Service-CBT-19-Oct-2009

Dynamics of Leadership-CBT-15-Oct-2009

Techniques for Improved Time Management-CBT-15-Oct-2009

Elements of Project Management-CBT-14-Oct-2009

Goals and Setting-CBT-14-Oct-2009

Overview of Logistics Management-CBT-13-May-2008

FAA Prism Requisitioner-Burlington, MA-2008

Formal Advanced Technical Training in the Information Management Career Field-Biloxi, MI-2006

Communications Squadron Certification classes-Niagara Falls, NY-2002-2003

Class: IPMS, Troubleshoot a Workstation, Construct and Troubleshooting, Word, Outlook OPS, BV Admin, Workstation OPS, and Network Basics

Formal Technical Training in the Information Management Career Field-Biloxi, MI-2003

CHARACTERISTICS AND ATTRIBUTES

Accomplished professional with well-developed skills in organization, coordination, interpersonal communications and project management.

- Successful in achieving organizational goals through leadership, team building, persistence, follow through, attention to detail and focus on results
- Proven relationship building strengths, effectively interacting with supervisors, co-workers and all members of the management team
- Skilled in resolving problems resourcefully and timely
- Ability to determine and assess individual needs, and formulate appropriate plans of action
- Proficient in Microsoft Word, Excel and Outlook, HRIS - ADP Payforce
- Working knowledge of Spanish

PERSONAL ATTRIBUTES

- Intelligent; focused; career driven
- A person of integrity and honesty with a positive, "can-do" attitude
- Accustomed to taking charge and following through
- A fast learner; highly adaptable
- Dependable; reliable; accountable

WORK EXPERIENCE

VNA Healthcare, Hartford, CT

2004 – Present

Human Resource Consultant

Reporting to the Vice President of Human Resources for this large, non-profit, home healthcare agency. Manage the sourcing and selection process for immediate and future staffing needs of customer group. Assist employees and managers with policy interpretations and provide guidance in the corrective action process. Administer the agencies 403B, 457 and pension retirement plans, including participation in the annual audits and regulatory compliance.

- Analyzes retention/turnover results designing and implementing appropriate actions and monitors employee climate; identifying and evaluating issues/trends
- Oversee performance management through assessment/analysis and position descriptions
- Identify training needs and conduct in-house training programs, including new-hire orientation, compliance and elective programs
- Responsible for the accurate input of data to the ADP Payforce system; report writing
- Maintain employee files to ensure compliance with federal, state and local guidelines

Human Resource Administrator

July 2006 – August 2008

- Process applications for employment, schedule and conduct interviews, check references, backgrounds and recommend for employment proactively communicating with hiring managers
- Plan and coordinate the orientation of all exempt and non-exempt employees; familiarize with the benefits program, policies and procedures and process I-9's
- Administer enrollments in health, dental and life insurance; conduct routine audits for accuracy making recommendations to stream-line/improve processes; distribute COBRA information with in time limitations to eligible employees; assist and participate in open enrollment and benefit fair planning and execution
- Over see the administration of the Pension Cash Balance plan assisting participants with their paperwork, communicating with actuaries and maintaining accurate record keeping

EXPERIENCE (continued)

Human Resource Representative

July 2004 – July 2006

- Provide administrative assistance including typing and/or composing correspondence, maintaining calendars, arranging meetings, scheduling appointments and coordinating external mailings
- Responsible for the accurate processing of all Regional personnel actions
- Assist in the orientation of new employees providing guidance on policies, procedures and benefits
- Acted as project leader for the integration of 20 new employees after acquisition of small agency, coordinating all required documentation and assisting employees with paper work

Executive Assistant/Human Resource Support Specialist

Sodexo Health Care Services, Avon, CT

2001 - 2004

(Executive Assistant-September 2001 – July 2004; HR Support Specialist-September 2001 – March 2003)

Provided administrative support for the Division Vice President and Senior Director of Human Resources for this world leader of food services. Scheduled and organized appointments while maintaining an accurate calendar, set-up for in-house meetings, processed payroll and made travel arrangements.

- Maintained area personnel files
- Posted positions in career center, gathered new hire paperwork and processed offer letters
- Handled incoming inquiries/field calls making independent decisions regarding employee issues

Human Resource Coordinator

Interim HealthCare, Farmington, CT

1999 - 2001

Solely managed the human resources functions for this home healthcare agency. Responsible for 500 personnel files kept in compliance with State, Federal and Interim HealthCare guidelines. Processed pre-employment applications, conducted reference and background checks. Assisted with recruitment by resume and phone screening, ad placement; organizing and participating in career fairs.

- Directed and supervised the work of 2 Secretaries
- Handled all aspects of workers' compensation, reporting frequently to the president of the company
- Member of the Quality Improvement, Safety Committee and Recruitment and Retention Team
- Received employee of the month award; April 2000.

PROFESSIONAL AFFILIATIONS

- Member of the Society for Human Resource Management

EDUCATION

Masters of Business Administration, Human Resources

Currently Enrolled

Franklin Pierce University, Rindge, NH

Bachelor of Arts Sociology; minor Spanish

1996

Keene State College, Keene, NH

SHRM Learning System Course

November 2008

Saint Joseph College, West Hartford, CT

Lean Training Course

Spring 2011

Harford Healthcare System