

# Amy Dogas

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## HUMAN RESOURCE MANAGER

- ♦ Productive and detail-oriented Human Resource Manager with over 15+ years of relevant experience.
- ♦ Extensive background in HR affairs, including experience in employee recruitment and retention, mediation, conflict resolution, payroll, benefits and compensation, HR records management, HR policies, and legal compliance. Deep insight into planning, organizing, and controlling activities of the human resource department, as well as excellent skills in employment relations.

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## HR SKILLS

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|----------------------------|---------------------------------|----------------------------|
| ♦ HR Policies & Procedures | ♦ Staff Recruitment & Retention | ♦ Orientation & Onboarding |
| ♦ Employment Law           | ♦ Employee Relations            | ♦ HRIS Knowledge           |
| ♦ FMLA/ADA/EEO/WC          | ♦ Benefits Administration       | ♦ Training                 |
| ♦ Mediation & Advocacy     | ♦ ADP Workforce Now - Payroll   | ♦ MS Office Proficient     |

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## PROFESSIONAL EXPERIENCE

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### **Edens Corporation / Edens Transit, LLC — Philadelphia, PA** **2001 to 2018**

*Subcontractor of SEPTA for Transit Ticketing, Reservations Call Center & Paratransit Services - CCT Connect*

Repeatedly promoted during tenure with Edens Corporation, responsible for 3 SEPTA contracts on all HR functions and managed a team of 4 HR administrative professionals.

**HR Manager, 2008 to 2018**

**HR Generalist, 2003 to 2008**

**Administrative Assistant, 2001 to 2003**

**Office Clerk, 2001**

Promoted to fulfill a broad range of HR functions, including recruiting and training employees, administering benefits, overseeing disciplinary action and managing HR records.

- ♦ Managed and assisted with the entire recruitment and on-boarding process for all exempt and non exempt personnel to include job postings, interviews, processing backgrounds, employment verifications and reference checks.
- ♦ Recruited to help with the startup of a 5 year contract and management of a full spectrum of HR operations, systems and programs. Played a key role in ensuring the successful launch within an industry where high turnover is the norm.
- ♦ Coordinated and conducted employee orientations, training sessions, and employee morale programs & events.
- ♦ Conveyed to employees the company policies and procedures, job duties, wages, and employee benefits. Served as the primary point of contact for employees' inquiries and concerns.
- ♦ Assured compliance with all departments. Encouraged a teamwork environment conducive to positive dialogue across the company.
- ♦ Efficiently maintained, updated employment records and compiled statistical reports concerning personnel related data including new hires, terminations, leaves, promotions, and absenteeism using human resources management system.
- ♦ Supported and provided direction to Payroll. Addressed and resolved general payroll-related inquiries and various requests for information.
- ♦ Responsible for administering timely benefit enrollments, terminations, COBRA and revisions into various systems and processed through plan providers and Payroll. Maintained benefit database, record keeping to ensure the accuracy and corresponding payroll deductions.

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## PROFESSIONAL EXPERIENCE *(continued)*

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- ♦ Verified, prepared and audited monthly benefit invoices for accuracy. Coordinated and assisted with the company annual Open Enrollment. Served as a liaison between employees and plan providers regarding any benefit matters, inquiries, and plan changes.
- ♦ Administered FMLA, Disability, and Leave of Absence. Oversaw and tracked Leave of Absence process ensuring Company policies & procedures were being followed and compliant with Federal and State laws. Initiated and monitored status of life insurance and short term disability claims.
- ♦ Disputed and responded to unemployment claims to sustain minimum insurance rate; represented the company for personnel related hearings, grievances, and investigations.

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## EDUCATION

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SAINT BASIL ACADEMY — JENKINTOWN, PA  
**HIGH SCHOOL DIPLOMA**, 1989

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## OF NOTE

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### Professional Development:

- ♦ Completed training in the areas of compensation and benefits, payroll, employee and labor relations, leaves of absence, and workers' compensation.

### Computer Skills:

- ♦ HRIS applications (LOTUS Approach, ETMS, Trackit, ADP)
- ♦ MS Office (Word, Excel, Access, Outlook)