

Lisa D. Spruill
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October 31, 2018

Hiring Manager
CORA Services
8540 Verree Road
Philadelphia, PA 19111

Dear Hiring Manager:

I'm writing to express my interest in the part-time evening Receptionist position advertised on *Indeed.com*.

I possess excellent customer service skills which were developed through various positions I've held in the field of human resources. I've been the point-of-contact for job applicants to discuss qualifications. In addition, I've participated in various job fairs to represent my employer, which requires excellent customer service skills, as well as interpersonal skills. My work experience has resulted in my development of strong organizational, multi-tasking, and problem solving skills. In regards to my computer skills, I have experience with Microsoft Word, Excel, and PowerPoint.

I believe I am a good candidate for this position due to my skills and my compassion for people.

I would be an excellent team member who would work diligently in upholding the mission of CORA Services.

Please feel free to contact me to schedule an interview to further discuss my credentials in relation to the position.

Thank you for your time and consideration.

Sincerely,

Lisa Spruill

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Professional Summary

Detailed-oriented professional, excellent customer service and organizational skills, with the ability to multi-task. Dedicated team-player striving to achieve organizational goals.

Experience

Senior Departmental Human Resources Associate **2012 - Present**

City of Philadelphia – Office of Fleet Management (Chief Administrative Office Cluster)

- Training Coordinator—Analyze training needs and identify educational facilities which will provide employees the ability to complete assignments safely and effectively
- Ensure professional development of all supervisors/managers (two City agencies)
- Recruitment – Attend “Career Day” functions to identify skilled potential employees to fill vacancies
- Ensure employees receive and obtain proper licenses/certifications to complete job assignments
- High School Internship/Apprenticeship – Oversee/coordinate program for Office of Fleet Management; interview, prepare and ensure students obtain skills for permanent Civil Service employment
- Provide guidance for professional development

Human Resources Associate 3 **2008 - 2012**

City of Philadelphia - Office of Human Resources(Shared Services) (July 2010-March 2012)

City of Philadelphia - Office of Fleet Management (April 2008-July 2010)

- Training Coordinator—Analyze training needs and identify educational facilities (licensing/certification)
- Recruitment – Participate at various “Career Day” functions at schools/colleges
- New Employee Orientation – organize and facilitate
- Ensure employees are properly licensed; ensure required licenses are maintained
- High School Internship/Apprenticeship – Oversee/coordinate program for Office of Fleet Management
- Educational Liaison – Inform employees of educational opportunities; provide career guidance
- Equal Employment Opportunities (EEO)/Sexual Harassment – Co-Facilitator of classroom training for managers/supervisors; Investigate complaints
- Assist Human Resources Manager with various projects; Provide support in absence of Human Resources Manager
- Address employee concerns

Education

Peirce College, Philadelphia PA

- Bachelor of Science - Business Administration (Management), May 2003 (Cum Laude)

Certifications/Workshops

- Mental Health First Aid USA (Certification)

Skills

- Computer Skills (Microsoft Word, Excel, Powerpoint)
- Analytical Thinking, Planning; Multi-Tasking
- Customer Service Skills

References

- Available upon request