

AMANDA TAYLOR

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Human Resources professional with 3+ years of experience. Energetic, Driven, and hard-working with a proven ability to lead others and oversee operations within a fast-paced environment.

KEY COMPETENCIES

Full Life Cycle Recruitment	Employee Relations	Policy and Procedure	Employee Engagement
Training and development	Labor Relations	Documentation	Marketing
Organization	Staffing	Nonprofit Coordination	Social Media
Compliance	Scheduling	Leadership	Customer Service

PROFESSIONAL EXPERIENCE

Aramark | Kauffman and Arrowhead Stadiums - Kansas City, MO

Assistant Human Resources Manager/Human Resources Manager

September 2016 – August 2018

- Provided all general support of Human Resources functions at the stadiums which included game-day support functions of check-in of employees, staffing, and check-out.
- Performed administrative tasks.
- Oversaw the Human Resources team and admins.
- Scheduled admins for event day/non-event day support.
- Recruited, interviewed, hired, and tracked new hire applicants in hiring system using an applicant tracking system.
- Conducted new hire orientations and trainings.
- Maintained personnel records including training documents and certifications.
- Maintained HRIS entries encompassing all employment data related to new hires, position changes, terminations, deductions, and wage changes.
- Identified best practices and organizational efficiencies, as well as coached and trained line managers to properly apply human resource policies and procedures within the various departments.
- Handled and investigated any employee relations/labor relations issues.
- Issued disciplinary notices when needed.
- Supported employee recognition program.
- Processed unemployment claims, worker compensation claims, and employee verifications.

Nonprofit Organization Coordinator

December 2015 – September 2016

- Actively sourced nonprofit volunteers to attain desired staffing goals.
- Grew the NPO program by 50%.
- Responsible for scheduling, training, and corresponding with group leads to effectively staff and operate concessions and retail outlets.
- Assisted in daily human resource functions.

Accelerate to Leadership - Guest Experience Manager

February 2015 – December 2015

- Developed and managed social media platforms and guest service practices in order to respond to guest feedback in a timely and effective manner.
- Analyzed fan surveys in order to explore areas for improvement and optimize fan experience in concessions, retail, and premium.
- Worked closely with the client to coordinate promotions and special events to deliver experiences to fans at the stadium.

Aramark | Citizens Bank Park - Philadelphia, PA

March 2013 – September 2014

Premium Service Supervisor

- Oversaw a team of 17 private suite attendants.
- Responsible for pantry operations which included inventory, orders using SuiteWizard, and sales valued around \$100,000.
- Prepared suites for game day and events.
- Trained new supervisors.

Aramark | Lincoln Financial Field – Philadelphia, PA

September 2011-January 2014

Premium Service Supervisor

- Oversaw a team of 30 suite attendants.
- Responsible for pantry operations which included inventory, orders using SuiteWizard, and sales valued around \$100,000.
- Prepared suites for game day and events.
- Trained new supervisors.

Stand Attendant Manager

August 2009-September 2011

- Monitored and calculated action stand inventory, valued at \$3,500.
- Promoted and sold food products to customers in a fast and friendly manner.
- Provided exceptional customer service.

INTERNSHIPS

Princeton University | Princeton, NJ

August 2014 – December 2014

Campus Recreation Intern

- Created a handbook for visiting teams to utilize when they traveled to Princeton that detailed the campus map, attractions in the surrounding area, and behavioral expectations of the athletes.
- Trained student leaders of campus recreation teams in proper intramural regulations and rules.
- Created a semester schedule of student activities; promoted and executed the scheduled events.

Philadelphia Soul | Philadelphia, PA

January 2013 – May 2013

Marketing and Promotions Intern

- Marketed and sold game-day activity packages to local schools and businesses.
- Made cold calls and managed client relations to develop a schedule of activities for each football game.

CERTIFICATIONS

Techniques for Effective Alcohol Management Training | TEAM Coalition

February 2018-March 2020

Servsafe Food Manager | National Restaurant Association

January 2016 – January 2021

EDUCATION

Temple University, School of Tourism and Hospitality Management, Philadelphia, PA

Bachelor of Science | Sport and Recreation Management

December 2014

Concentration in Event Leadership

Little Flower Catholic High School for Girls, Philadelphia PA

High School Diploma

June 2010