

# Traci Coyle

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215-510-6189

Human Resources professional skilled at streamlining and documenting processes. Areas of expertise include employee relations, benefits administration, employee on-boarding, and payroll

## Work Experience

### HR Coordinator

March 2016 to Present

Catalent Pharma Solutions – Philadelphia, PA

- Interact with employees to address and resolve employee relations issues
- Interact with employees to address and resolve payroll-related inquiries; questions regarding company, federal, and state policies regarding FMLA, short-term disability, leave of absence; and other benefits questions and issues
- Participate in candidate interview process
- Partner with business managers to align business needs with candidate interviews
- Partner with business managers to create employee development plans
- Partner with business managers on employee recognition and spot award programs
- Partner with Environment Health & Safety to align departmental goals and objectives
- Partner with Corporate HR and Corporate Payroll to maintain alignment of processes
- Perform exit interviews, documenting and tracking responses to analyze trends
- Responsible for onboarding and new hire orientation explaining employee compensation and benefits
- Responsible for maintaining personnel and subcontractor data in Workday and Kronos
- Create weekly HR Reports for HR Director (headcount, turnover, etc.) through Workday, Kronos and other systems
- Partner closely with Finance team for HR audit documentation
- Report generation from Workday and Kronos processing employee-related actions for HR Partners
- Maintain personnel files and I9 compliance based on employee-related actions
- Member of the Workday Audit Team to perform scheduled audits to maintain data integrity
- Maintain current job descriptions and work with business managers to update JDs
- Answer questions regarding policies and provide guidance as necessary
- Research projects/data analysis/report preparation

### Assistant Ombudsperson

09/2010 to present

Princeton University, Princeton, NJ

- Provide confidential support to visitors; escalate to Ombudsperson when necessary
- Participate in mediations
- Have a general knowledge of University, federal, and state policies regarding FMLA, leave of absence, and short-term disability
- Ability to understand issues and concerns and possess knowledge of other University resources to guide visitors in the right direction for resolving issues
- Have a general knowledge of University policies and where to locate policies to relay accurate information to visitors
- Research solutions for visitor issues, making recommendations for best practices
- Develop presentations for Instructor Led Learning & Development programs and creating online learning and development programs
- Collect statistical caller data, analyze quantitative and qualitative data for recommendations to business partners
- Complete budget, forecast, and track expenses to ensure spending is in accordance with funds

## Executive Assistant/Data Analyst

03/2008 to 08/2009

Towers Perrin (Towers Watson), Philadelphia, PA

- Provided project support by preparing, coordinating and processing reports, data analysis, and preparing presentations
- Managed day-to-day workflow
- Prepared expense reports
- Completed various work assignments/projects requiring analytical ability, independent judgment, creativity and problem solving

## Executive Assistant to the CEO/Office Manager

03/2005 to 01/2008

Swiss Re (formerly GE Direct Reinsurance), Philadelphia, PA

- Partnered with HR to on-board new hires at Philadelphia site; supervised receptionist and delegated tasks
- Prepared expense reports, time sheets, purchase orders, and requisitions through Oracle
- Partnered with Corporate Security Team to prepare site's Business Continuity and Security Plan
- Budgeted for and ordered office supplies; received and approved invoices through Oracle
- Organized web-based video conferences; created flyers and posters for staff events

## Executive Assistant to the SVP, Treaty Underwriting

08/1997 to 12/2005

PMA Re, Philadelphia, PA

- Completed various work assignments/projects requiring analytical ability, independent judgment, creativity and problem solving
- Managed calendars to maximize best use of business unit leader's time
- Ensured direct reports were scheduled periodic one-on-ones, mid-year reviews, and year-end reviews
- Scheduled monthly staff meetings, coordinated meeting logistics; handled all travel and expense submissions
- Ensured Business Unit Leader was prepared for all meetings by creating presentations

## Administrative Assistant/Marketing Coordinator

08/1994 to 08/1997

O'Donnell & Naccarato Structural Engineers (Philadelphia, PA), Philadelphia, PA

- Provided project support by updating, proofreading, and responding to proposals
- Maintained project files, scheduled meetings and construction site appointments
- Utilized Microsoft Project Management software to track construction projects for project managers
- Maintained client database, and transcribed project management/construction management notes

## Education

**Bachelor of Arts in Social Sciences-**

**Humanities/Philosophy/HRM**

Current (expected graduation May 2019)

**Rowan University** - Glassboro, NJ; GPA 3.8

**Diploma:** Office Technology, 1989

**Manhattan Technical College** - Manhattan, KS

## Affiliations/Volunteer

Member SHRM

Member Phi Sigma Tau National Honor Society in Philosophy

Volunteer Merchantville Little League 2009-2014, Treasurer

American Red Cross Volunteer since 2010

Volunteer Mercer County Food Bank

Volunteer Aid for Friends, Philadelphia, PA

## Skills

Conflict Management/Mediation

Employee Relations

Interviewing/Training-Onboarding

Outstanding Communication (written, verbal and critical thinking) and Interpersonal skills

Process Improvement Skills

Outstanding Organizational and Time Management skills

Project Management/Process Improvement

Data Research/Analysis/Reporting

Benefits and Payroll Coordination