

# Alisha Santiago, SHRM-CP

## **HR Generalist- CareGivers America**

Fairless Hills, PA

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2672351487

To reach my full potential and to grow within a growing industry. Utilize my experience and education to assist in the success of an organization. Conquer the challenges that present themselves in the line of work.

## Work Experience

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### **HR Generalist/Recruiter**

Caregivers America - Jenkintown, PA

June 2019 to Present

#### **RECRUITING**

Work with hiring managers to determine staffing needs Build applicant sources by researching and contacting community services, colleges, employment agencies, recruiters, internet sites, and other resources Place job advertisements on various internet job sites; contact sources to advise of open positions Determine applicant qualifications by studying job descriptions and job qualifications and comparing qualifications to job requirements, and by screening applicants by telephone and analyzing their responses Arrange interviews by coordinating managers and applicant's schedules Maintain current candidate activity in the applicant tracking program on the computer Manage application / resume file and retention according to company policy

#### **ON-BOARDING**

Greet walk-in applicants for HHA jobs; supply walk-in applicants with all required documentation and information for the hiring process, answer questions regarding application process Schedule caregivers to come into office to complete pre-orientation packet; assist with completing packet when necessary Obtain from all job applicants and new hires all documents required to be signed by the applicant or new hire; place and/or scan in appropriate file Complete I-9 forms; ensure new hires present appropriate identity and eligibility documents Conduct all required background, reference and criminal history searches; advise employees (by letter) of any disqualifying criminal background Conduct and read results of PPD testing; maintain PPD logs and records Review SAFs and inform clients and caregivers of start date and schedule Enter new hire information into HHA Exchange and ADP systems Schedule and conduct new hire orientation (HR portion) for caregivers, ensuring understanding of policies and procedures; maintain list of orientation attendees

#### **RECORDS MANAGEMENT**

Maintain past and current personnel records (employee charts) in accordance with applicable laws and the Agency's filing, recording and retrieval systems Maintain list of current employees and submit to ZEBU monthly Scan all completed charts Conduct audits of employee personnel files charts to ensure all required documentation is accurate and complete; contact employee to obtain any missing documentation Enter all information regarding employee separations into appropriate computer systems Maintain (keep) records for the legally required period of time Implement and manage document destruction in accordance with applicable laws

#### **EMPLOYEE RELATIONS**

- Receive and appropriately handle (and/or forward) concerns and/or inquiries from consumers and employees regarding HR-related issues in compliance with Agency policy and applicable laws
- Participate in planning and implementing various employee relations and employee satisfaction initiatives

#### **BENEFITS**

Run employee benefit (health insurance) eligibility report Mail out benefits packets to eligible employees Mail out waiver of insurance documentation Ensure documents in packets are signed and returned timely; contact employees to return documents when necessary; secure documents when completed Enter enrollments into insurance carrier database and ADP Perform general COBRA related activities through the BAS COBRA portal Act as liaison among Agency, insurance carrier and broker Answer questions from employees about benefits Run yearly report for open enrollment Maintain monthly report for employees on health insurance plan Assist in processing insurance claims when needed Update systems when employees terminate

#### **CLAIMS ASSISTANCE**

Assist legal department with unemployment compensation claims: investigate reason for separation of employment; timely respond to all unemployment compensation requests for information; prepare for and attend unemployment compensation hearings Assist legal department with workers' compensation claims: ensure accident / injury report is completed timely and accurately; investigate all claims of work accidents / injuries, ensure injured employee receives list of panel doctors, communicate with workers' compensation claims representatives Assist with administration of FMLA claims and leave: ensure all required paperwork is completed; track leave; communicate with employees regarding eligibility for leave and expiration of leave Assist in responding timely and accurately to all governmental requests (and subpoenas) for information

### **Human Resources Representative**

AMERICAN HERITAGE FEDERAL CREDIT UNION - Philadelphia, PA  
November 2017 to Present

- Determine applicant qualifications on work history, training, education, and job skills by interviewing internal and external applicants via phone and/or face to face; analyzing responses and comparing qualifications to job requirements.
- Verify the suitability of applicants for employment by securing personal and professional references, running credit checks, and educational credential of applicants.
- Maintain applicable records of all candidates interviewed and communicate with applicants to inform them of employment decisions.
- Maintain and ensure accurate and updated records via the HRIS system, including data related to new hires, terminations.
- Reserve and protect the privacy and confidentiality of all employee records and information.
- Complete on boarding procedures for new employees, such as preparing employee ID Badges, Processing I9s, enter employee information into applicant tracking system, employee slideshow, etc.
- Complete off boarding procedures for terminated employees to remove access privileges from all systems to ensure compliance with security requirements.
- Assist with benefits administration and functions as needed.
- Assist with the preparation for annual parties, luncheons, and other special events at the credit union.

### **Training Administrative Assistant**

August 2016 to November 2017

- Remain current and knowledgeable of all aspects of local, state and federal regulations that affect the credit union.

#### Training Administrative Assistant 08/2016 to 11/2017

- Perform diverse clerical duties and provide administrative support for the Training team such as preparing handout materials for classes, recording class sign in sheets, taking meeting minutes, scheduling appointments, preparing letters, memos, reports, submitting invoices, preparing and submitting corporate expense statements, answering phones, and ordering supplies for the department, etc.
- Maintain employee-related documents for HR/Training departments and ensure that all information is filed in the appropriate location in a timely fashion.
- Review, sort, and disperse incoming mail and faxes to the appropriate HR/Training personnel.
- Provide high quality service by answering employee questions and requests via the Helpdesk-ticket system and replying to emails.
- Assist with the processing of onboarding and off boarding of staff including but not limited to: Creating and updating user profiles in various systems that are maintained by the Training Department, (i.e.-Symitar, Cuna CPD online, First Line of Defense, True Checks, and the Internal Service Survey).
- Assist with the maintenance of the AMHFCU University Program curriculum and employee transcripts.
- This includes preparing monthly congratulatory letters for employees who have completed STAR/MERIT certificates and updating employee learning plans.
- Prepare various training reports, including monthly training results, annual compliance, and overdue completion of required courses.
- Assist with the establishment and maintenance of the PA Limited Producers licenses for retail staff.
- Perform activities on employee accounts including the initial account opening, ongoing maintenance, designated transactions and applying appropriate restrictions.
- Assisting the HR Team come up with responses for the social platform of Glass door responses.
- Inserting Salaries into the Salary Book and filing confidential paperwork in the employee's personnel files.
- Assisting the HR Team in running employee events to help ensure that employees are enjoying themselves and no technical issues occur.
- Attended and completed various training courses on compliance, BSA, and other topics.

### **Bank Teller**

TD BANK - Philadelphia, PA

October 2015 to August 2016

- Handle daily transactions and customers' requests.
- Work hand in hand with the head teller and customer service representatives to perform duties such as Money shipment, balancing vault, and balancing drawers.
- Performed audits on other tellers, Vault, ATM, and TCR's (money recyclers).
- Work towards a sales goal each quarter and cross selling to customers the different products that we offer.
- Handling each situation/dilemma at hand with exceptional customer service.
- Taking leadership on a daily basis and work as a team to solve any problem a customer or employee may face.
- Including drawer and/or vault shortages, deposit corrections, and balancing ATM.

Express

### **Student Ambassador**

Holy Family University - Philadelphia, PA

September 2014 to May 2016

- Filing of Documents for future and transfer students.
- Held campus tours for prospective students.
- Organized mail for prospective and accepted students.
- Helped run admissions events

### **Customer Sales Lead Manager**

Willow Grove, PA

March 2015 to September 2015

- Organize clothing and keeping the store clean.
- Managed the cash register and handle account balance.
- Process Shipment and Bring it out onto the sales floor.
- Handled difficult situations to produce a positive outcome.
- Calculating Payroll.
- Called References of applicants
- Scheduled interviews
- Calling in orders and adding customers to the system.
- Gathering the closing deposit and handing it to the Brink Company upon pick up.
- Filed Paperwork.
- Create strategies to increase sales and team work among the associates

### **Role Model/ Cash Wrap/ & Experienced Leader Specialist**

Aeropostale - Willow Grove, PA

August 2014 to March 2015

- Helping Customers with product decision making and returns.
- Performed on the job training and assistance to the newest employees.
- Organize clothing and keep the store clean.
- Managed the cash register and handle account balance.
- Handled difficult situations to produce a positive outcome.
- Assisted managers in additional duties as assigned.

## Education

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### **MANAGEMENT MARKETING, PSYCHOLOGY**

Holy Family University

May 2018

### **HIGH SCHOOL DIPLOMA**

Franklin Towne Charter High School

June 2014

## Skills

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CREDIT (2 years), HUMAN RESOURCES (1 year), ADMINISTRATIVE SUPPORT (1 year), CLERICAL (1 year), SCHEDULING (1 year), EXCEL (Less than 1 year), MICROSOFT OFFICE (Less than 1 year), MS OFFICE (Less than 1 year), WORD (Less than 1 year), Human Resource, Hr Generalist, Hr Assistant, Employee Relation, ADP

## Additional Information

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### SKILLS

- Administrative Support
- Scheduling Appointments
- ATM settlement
- Clerical Duties
- Pulling Background and Credit Reports
  
- Team work
- Human Resources
- Leadership
- Microsoft Office, Word, and Excel
- Eager and willing to learn more