

# Cherie Taylor

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LinkedIn Address

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## HUMAN RESOURCES PROFESSIONAL

### Customer Service | Project Coordination | Training & Development

Innovative Human Resources Professional with proven track record of exceptional customer service, organization and data management for multinational and national cosmetics, manufacturing and healthcare companies. Skilled customer service representative in person, by phone and online. Recognized by management for providing sound advice and prompt resolution of inquiries and issues. Experienced in recruiting, interviewing, hiring and onboarding strong talent, as well as building a hi-performance team through innovative, accessible training and engagement activities. Quick to adapt to fast-changing approaches, environments and technologies, as a result selected for diverse special projects resulting in increased employee engagement and efficiency.

KEY SKILLS: Customer Service, Training & Development, Data Management, Process Improvement, HR policies and procedures, Confidential record keeping, I-9 forms processing Background Checks, Communication, Problem Solving, Recruiting, Hiring, Employee Engagement, Employee Retention, Benefits, Job Data Change, Microsoft Office Suite, Oracle, Taleo, E-Verify

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## EDUCATION

**Bachelors of Arts, Psychology**, Rowan University, Glassboro, NJ, 2011

## PROFESSIONAL EXPERIENCE

**ESTEE LAUDER COMPANIES**, Bristol, PA

2015 – 2018

### Human Resources Coordinator

Primary or first point of contact for business partners / employees on general inquiries related to Payroll, Vacation, Benefits. Train and mentor employees in systems and policies.

- Co-designed new hire training program Trained and mentor 18+ new hires annually including new employee orientation Oracle systems, human resources policies.
- Co-designed and managed employee engagement activities enclosing: mocktail party, spirit week, pot luck, holiday events, after-work gatherings which has increased employee engagement, retention and collaboration
- Handle 100+ employee calls weekly.
- Receive exceptional feedback for “high touch” customer service including clear verification, understanding issues, resolving or escalating problems and opening and closing with care.
- Recognized by management for providing sound advice and high quality customer service and prompt resolution of inquiries and issues from our HR teams, Ensured clients problems are handled appropriately, escalating issues when necessary.

- Continuously developed and maintained knowledge in own area of expertise (HR policies, procedures and programs)
- Analyze and review job data changes and terminations to determine payouts relating to vacation and personal time.
- Investigate and submit payroll discrepancies and escalate to Senior Payroll Department.
- Corresponds with hiring managers and recruiters regarding status of onboarding and ensuring approvals are met as it relates to onboarding procedures.
- Compile 50+ daily employee case data and logs information as a backup go-to for referencing.
- Conduct orientations relating to part-time staff; recruiting to meet turnover metrics; and terminates assignments per employee handbook policies.
- Utilize/run various reporting tools and applications to capture head count, attendance, and payroll or wage discrepancies.
- Assists/coordinate employee events which include(s) annual Christmas parties, and Wellness activities.
- Balance 50 – 100 employee call center volumes to educate scope of Employee Services structure.

**Human Resources Administrative Assistant      July 2012 – September 2014**

Shapes LLC, Pennsauken, NJ

- Followed up Admin & HR related issue such as Vacancy Announcement, Short listing, Interviewing, Reference Check, Offer Letters, Contracts, Exit Check List, Leave Records, etc.
- Collaborated with supervisors and in interviewing applicants for potential hiring
- Conducted on orienting of newly hired staff for better socializing of office and coworkers
- Assisted employees with routine personnel related questions and issues
- Provided applicants with information regarding working hours, pay package, benefit and compensation Maintained human resources files and documentation updated including but not limited

**Residential Technician      November 2008 - July 2012**

The Arc of Gloucester, West Deptford, NJ

- Helped individuals with their daily needs
- Gave individuals information about their health and help them keep a healthy lifestyle
- Committed to the assistance and support of others while maintaining a cheerful and helpful attitude
- Guided new employee orientations and supervised employee training
- Easily established rapport with people of all ages, cultures, and beliefs
- Assisted clients with accessing community resources

**References Available upon Request**