

**MARIA L. HOUSTON**  
Philadelphia, PA 19142

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***Accomplished, achievement-driven and results oriented individual known for delivering quality work and for bringing strong organizational and leadership skills to the workplace.***

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**QUALIFICATIONS**

- Over five years of business experience working in fast paced environments.
- Qualified by way of customer service and administrative support experience working in multiple professional organizations.
- Possess effective written, oral, and listening communication skills.
- Courteous customer service abilities and high aptitude for quickly learning new procedures.
- Strong interpersonal and analytical skills.
- Highlighted by management for strong leadership abilities.
- Exemplified compassionate, professional, patient, confident demeanor while engaging clients in friendly, open-minded manner.

**EDUCATION**

**Saint Joseph's University**, Master of Business Administration, Philadelphia, PA – Not Completed

**Philadelphia College of Osteopathic Medicine**, Master of Science, Philadelphia, PA  
**Master of Science** 2015, *Concentration in Organizational Development and Leadership*  
GPA 3.95

**Temple University**, School of Communications, Philadelphia, PA  
**Bachelor of Arts** 2009, *Concentration in Communications*  
Deans' List: Fall 2008 2009 Studied Abroad: Rome, Italy

**Temple University LeaderShape Graduate**, Philadelphia, PA 2006  
An intensive leadership training focused on developing strong integrity, self-awareness, character and effective ways to overcome obstacles.

**COMPUTER SKILLS**

Microsoft Windows and Office: Word, Excel, PowerPoint, PeopleSoft, Data Processing Experience  
ATS Database knowledge: Maxhire, RMAX, Banner, Talent Ed, Equifax

**MEMBERSHIPS**

**PCOM Student Government, Internal Community Engagement Officer** April 2014 – July 2015

## **PROFESSIONAL EXPERIENCE**

### **FiveBelow, Philadelphia, PA**

#### **Temporary Compliance Specialist** September 2018 – Present

- Partner with legal to coordinate audit request for HR Data, including but not limited to request form the Department of Labor, individual attorneys, and the Attorney General
- Supervise distribution of HR Hotline calls and emails and ensure escalation as appropriate
- Manage Background monitor compliance of critical documentation controls, specifically Code of Conduct, Whistleblower, and CA Arbitration Agreements.
- Equifax I-9 Compliance coordination. Ensure manager compliance with timelines and system process requirements, check policy, vendor and process, including committee escalation and approvals

### **CASA – Court Appointed Special Advocate**

#### **Volunteer** January 2018 – Present

- Review documents and records, interview children in foster care, family members and professionals in the children's lives.
- Provide written reports at court hearings and provide testimony when necessary.
- Advocate for the child's best interests and help the child understand court proceedings.
- Ensure that the children and their family are receiving appropriate services and advocate for those that are not immediately available.
- Check to see that plans are being followed and mandated review hearings are being held.
- Update the court on developments with agencies and family members and ensure appropriate motions are filled on behalf of the child so the court knows about any changes in the child's situation.

### **Mastery Charter Schools, Philadelphia, PA**

#### **Human Resources Coordinator** November 2016- December 2017

- Serve as the first point-of-contact for basic HR inquiries and support positive employer-employee relationships and promote a high level of employee morale and motivation
- Monitor the HR email inbox, respond to basic inquiries and escalate issues accordingly
- Support on-boarding processes by facilitating New Employee Orientation, collect new hire information, complete I-9 verification & reporting; conduct follow-up on missing items
- Support off-boarding process, including severance documentation and unemployment claims
- Conduct background checks and fingerprinting during the new hire process
- Educate new hires on use of timekeeping and self-service tools in HRIS (UltiPro)
- Ensure data integrity in HRIS (UltiPro)
- Support HRIS as needed, including submitting cases to UltiPro support, resetting passwords, data entry, reports, open enrollment, etc.
- Maintain electronic and physical filing of personnel records and conduct follow-up on missing items for current employees for state/federal /financial audits
- Provide timely and accurate data analysis for state, local, and federal annual reports and charter renewal applications as well as root cause analysis for gaps identified
- Provide support for the employee contract process and ensure that all gaps are identified and resolved
- Support HR Talent Management initiatives; provide support with employee surveys, Mid-year and End of Year evaluations, and employee/manager trainings

- Support HR Talent Management processes including drafting termination notifications, drafting notifications for position changes and promotions

**Saint Joseph's University Philadelphia, PA**

**Human Resources Benefits Assistant** May 2015- October 2016

- Process and input employee benefit election data and employment status changes by completing new enrollment, changes due to qualifying life events and terminations in the Banner system
- Provide timely customer service by assisting university faculty and employees with researching problems related to benefit enrollment, family status changes, benefit continuation (COBRA), Retiree benefits, and resolving vendor service issues.
- Prepare new hire materials for new hire orientation
- Conduct new hire orientation semi-monthly
- Coordinate tuition benefit processing
- Consult with benefit consultants & vendors when processing employee data changes.
- Audit all medical, dental, life insurance, mass transit, and worker's compensation bills.
- Support the Director for Compensation, Benefits & HRIS with the development of process and efficiency improvements.
- Reduce liability and exposure to state and federal law (FMLA, CFRA, ADA, COBRA, 403B, HIPAA etc.)
- Work closely with FMLA/Employee Relations, HRIS and Recruitment, Engagement & Retention Specialist

**On Assignment - Valesta Clinical Research Solutions**

**Associate Recruiter, Cherry Hill, NJ** *September 2014 – May 2015*

- Source and phone screening potential candidates.
- Work closely with recruiter to prepare candidates for interviews with client.
- Participate in weekly meetings.
- Provide superior customer service to client, candidates, and recruiters.

**3SConsulting Group Philadelphia, PA**

**Temporary Talent Acquisition Assistant**, *June/2014 – September 2014*

- Assist with phone screening potential candidates.
- Schedule interview appointments and input information in to ATS database.
- Participate in webinar setup: ensure timely receipt of required documentation and PowerPoint presentation; equipment is set up correctly as to avoid interference and ensure all attendees receive a link to register for the webinar.
- Provide superior customer service to client, candidates, and Sr. Recruiter.

**Independence Blue Cross Blue Shield, Philadelphia, PA**

**Sr. Customer Service Representative**, *May/2011- April/2014*

- Identify learning opportunities and facilitate meetings centered at improving new employee understanding of business procedures and policy.
- Maintained feedback performance reports for purposes of evaluating and informing management of associates strengths and weaknesses.
- Routinely mentor associates through company policies, procedures, and system navigation in extremely fast paced environment.
- Extensive communication including writing and disseminating correspondence,

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participating in weekly meetings, carefully resolving customer request via phone in a timely manner, enter medical procedure codes into the medical database, Streamlined Inquiry System (SLIQ)

- Identify, research, and comprehensively answer customer premium billing questions in a professional, efficient, and friendly manner.
- Implemented Leadership and Learning initiatives for new associate training classes.
- Provide internal and external solutions for member benefit processing discrepancies while utilizing close attention to detail including being a liaison with enrollment and web support.
- Follow up with members in a timely anticipated manner and provide thorough resolution and explanation for escalated inquiries.
- Effectively interact with supervisor and management to support with special projects, ie train new associates: design and facilitate new hire team meetings.
- Manage benefit quotes and other customer confidential information; HIPAA Compliant.