



Certified Professional in Human Resources (SHRM-CP) with experience in all aspects of Human Resources Management including: employee relations, benefits, recruitment, conflict resolution, retention and unemployment compensation. Strengths in consulting with managers and counseling with employees. Relates well with multi-cultural and multi-functional teams and employee groups. Strong customer service skills. Tri-lingual.

PROFESSIONAL EXPERIENCE

Human Resources Generalist Green Drop LLC. & 2nd Ave Value Stores

July/2017 – Present

- Provided ongoing coaching and guidance to managers of retail stores, call centers, sites & depot throughout PA, NJ, MD and VA for a total of 2000 employees.
- Responsible to process benefits (Health, Dental, Vision, 401K and Supplemental Insurance) and employee payroll deductions.
- Calculated employee/company contributions toward Health Care benefits, Enroll and Cancel eligible employees to health benefits, ACA compliance.
- Implemented and coordinated open enrollment and benefit fairs.
- Coordinated and administered FMLA/LOA's and benefits for all employees.
- Processed new hires on Work Opportunity Tax Credit (WOTC), I-9 and E-Verify compliance, run weekly reports, tracked and managed HR Score Card.
- Counsel employees on job related issues and developed a 'trusted advisor' relationship with employees and managers while maintaining their confidence.
- Handled employee relations issues from counseling to all steps of disciplinary action.
- Processed unemployment claims and attended hearings with a 90% success rate.
- Processed and complete Wage and Employment Verification, Social Security Administration, Department of Labor Licensing and Regulations, Order Employment Law Posters for sites.
- Requested and reviewed results on all full criminal background, responsible for management random drug testing for all DOT drivers, schedule physical and drug testing for all drivers.
- Designed and Implemented an Employee Recognition Program for all 3 companies.
- On-boarding/Off-boarding and conducted exit interviews.
- Coached and counsel management through preparing a performance improvement plan, execute 30/60/90 and annual performance reviews, formal and informal disciplinary actions and interpretation of laws, policies, and procedures and worked on various special projects.
- Semi-annual and annual management training in related matters; employment law, labor law, sexual harassment, documentation, policy updates, Leave of Absence.
- Effectively collaborate with assistant managers in developing the hiring process to ensure full staff capacity level, arranged job fairs. Served as a backup of payroll manager.
- Managed Social Media pages for employee recognition program.



Benefits Coordinator
Community Options Inc.,

May/2016 – July/2017

- Served as liaison between employees, broker, and insurance providers; resolved benefit related issues and ensured effective utilization of plans and positive employee relations.
- Processed benefits enrollment transactions for near 4,000 employees across 10 states.
- Worked in a collaborative setting with the Payroll Department and external third-party vendors to build ongoing professional relationships, build integrity, expand product knowledge, and improve customer satisfaction
- Conducted new hire orientation for employee benefit plans such as health, dental, supplemental life, COBRA and 403b. Processed tuition reimbursement requests.
- Streamlined billing process, threefold improvement in efficiency and timeliness of payments.
- Saved company \$40,000: Eliminated wasteful spending from benefits deduction errors: audited deductions and worked closely with the payroll team.
- United Healthcare, Delta Dental, Lincoln Financial, Legal Shield, AFLAC, Colonial Life, Liberty Mutual, UNUM. Audited and processed invoices for all groups and maintained statistical data, relative to premiums, claims, and costs. Resolved all administrative problems with carrier representatives.
- Reported the first report of injury.
- Expedited return to full duty following work-related injuries: facilitate communication between employees, managers, doctors, and Travelers Insurance company & Gallagher Bassett; furthermore, ensure compliance with doctor orders regarding modified duty
- Complied with FMLA regulations for injured workers: send out notices to employees and document in LOA log.
- Coordinated enrollment, change, and termination of benefits. Provided and collected all documentation in a timely manner to be transmitted to payroll and vendors. Entered all transactions in HRIS and carrier systems.
- ACA compliance, handled health insurance marketplace appeals, insurance verification.
- Experienced on temporary disability payment laws for worker's compensation for 10 states
- Managed employee benefits enrollment, revision, and termination. Ensured all benefits information on HRIS database was current and accurate.
- Worked knowledge of COBRA, HIPPA, worker's compensation, ACA, FMLA, ADA, HSA, FSA, 403B and Benefits Coordination & Administration.

Human Resources Generalist
Virgo Inc., Isync Solutions Inc., & Global Information Technology Inc.

Feb/2014 – March/2016

- Simultaneously worked for three sister companies on all HR & Recruiting related activities.
- Maintained all employees, I-9 records, E-Verify and Employees benefits.
- Co-ordinated with Employees, Law Firm Attorneys and Immigration team for resolving ongoing and outstanding issues. Co-ordinated with law firm regarding all documentation for filing new and extension of H1B visa and filing LCA. Responsible for maintaining and filing new LCA and PAF (Public Access File) for employees of Virgo, Isync Solutions, Inc., and GIT.
- Performed On-boarding and Off-boarding, Background and Reference checks.
- Issued Employment Verification Letter and experience letters.
- Worked with ADP/Paychex to resolve any tax situations that occurred such as late filings, employees that filed under incorrect state, unemployment issues, etc.
- Accurately processed the bi-weekly & monthly payroll using ADP workforce & Paychex.



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- Participated in daily and weekly status call for issues resolution.
 - Reviewed bills, checks, withhold tax papers and direct to the relevant department for processing.

HR Associate
Sainsbury's Ltd (UK)

March 2003 – May 2006

- Provided hands-on administrative support pertaining to all employee benefits programs.
- Experienced in working in a busy, fast-moving environment. Provide training to new employees.
- Scheduled phone interviews and in-person meetings.
- Maintained proper records e.g. books and files of day to day activities.
- Followed company procedures to achieve the best results in customer service.
- Achieved excellence in quality & service with the optimum user.
- Reworded "Signing Star" for the month of September 2005.
- Answered telephone calls and passing them on to relevant departments.
- Maintained up to date employee holiday records. Coordinated repairs of office equipment.

**Education &
Technical
Proficiencies**

- SHRM-CP
- Bachelors in Commerce
- MS Office (Outlook, Word, Excel, PowerPoint)
- HRIS (Ceridian, UltiPro, & ADP Workforce now)