

SUMMARY

Human resources professional with 4 years of experience managing employees, employee engagement, benefits, labor relations, government processes, training and development, hiring and onboarding, performance management, and HR records. Reliable and organized team member and leader with the ability to communicate effectively and handle office changes with planning and process improvement. Skilled at building and maintaining relationships, representing shared organizational values, and managing employees across all levels of an organization. Proficient with HRIS and benefits management.

EDUCATION

Franklin University , Master of Science, Human Resource Management	May 2024
West Virginia University , Bachelor of Science, Physical Education, Athletic Coaching Education	May 2005

SKILLS

- Salesforce
 - Payroll and leave of absence management
 - Policy creation and administration
 - Employment law
 - Employee engagement
 - Diversity, equity, and inclusion
 - Dayforce
 - Collective bargaining
 - Employee performance management
 - Employee compensation management
 - Benefits
 - Organizational development management
 - Process improvement management
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PROFESSIONAL EXPERIENCE

DEFENSE LOGISTICS AGENCY	Columbus, OH	August 2024-Present
<i>Human Resources Specialist</i>		

- Performing work associated with Federal civilian recruitment and placement.
- Preparing Job Opportunity Announcements for Federal civilian positions.
- Using automated human resources systems to review for accuracy and process routine personnel actions
- Reviewing Federal pay setting determinations.
- Analyzing personnel action processing and interface issues.
- Providing a range of human resources (HR) recruitment and placement, position classification, HR processing, and quality control services to customers around the world.
- Applying fundamental human resources management methods, principles, and practices of assigned specializations and standardized analytical and evaluative methods and techniques.
- Applying specific rules, regulations, and procedures to independently complete assignments that typically comprise a complete segment of an HR assignment or broader scope.
- Working in conformance with established practices and prescribed procedures using various federal guidelines.
- Redesigned the new employee onboarding and orientation manual for DLA Human Resource Services.

VARSITY SPIRIT/ ROYAL Events	Louisville, KY	April 2003-Present
<i>Scoring Manager /Judge -Seasonal Weekends</i>		

- Assign judging duties based on staffing strengths and knowledge.
- Supervise a scoring staff of 7-20 judges.
- Audit scores to ensure accuracy, consistency, and integrity.
- Educate coaches and judges on various techniques, skills, expectations, and rules.

GTR SERVICES LLC.
Human Resources Manager

Columbus, OH

October 2023-August 2024

- Created and maintained job descriptions for all positions.
- Managed, maintained, and designed the company's employment website.
- Administered routine audits of past and current employment files.
- Created HR policies to meet state and federal guidelines.
- Conducted employment interviews and employee performance reviews.
- Audited and processed weekly payroll.
- Managed community pipelines to help people find second-chance employment opportunities.
- Managed leadership and employee employment policy inquiries.

CITY OF COLUMBUS
Management Analyst I-Public Service/Parking Services

Columbus, OH

October 2022-August 2023

- Managed daily staff assignments.
- Composed and administered employee reviews, providing feedback to promote growth and improvement based on performance data.
- Addressed employee and citizen concerns by interpreting policies and procedures.
- Organized and created programs to boost employee engagement and improve employee relations.
- Promoted a strong team-oriented environment through communication, respect, clear direction, and addressing concerns as they arise.
- Provided ongoing support/recommendations to management and staff to improve team functionality and reinforce the departmental goals and mission.

Office Assistant II-Building and Zoning
Full Time

March 2020-October 2022

- Maintained confidential files in accordance with the document retention policy.
- Communicated with citizens and internal employees concerning policies and building code requirements.
- Processed building permit and contractor registrations/renewals.

VISION SERVICE PLAN
Customer Service Representative
Full Time

Columbus, OH

June 2018-March 2020

- Provided support to doctors and members to help their benefits experience go as smoothly as possible.
- Educated members about their insurance plan and helped them maximize their benefits and reduce their out-of-pocket expenses.
- Established relationships with members that let them know we are here to help and show they are valued.
- Served as Pride Employee Resource Group President for Columbus operations.

MCKESSON CORPORATION
Customer/Client Service Representative
Full Time

Urbancrest, OH

July 2011-July 2018

- Provided accounts and sales representatives with outstanding customer service via phone, email, and internet chat systems to resolve emergencies, correct errors, and ensure customer supply delivery.
- Simultaneously partnered with sales, inventory analysts, and vendors to ensure proper inventory levels for the fulfillment of orders while keeping current with purchasing trends.
- Proactively worked with clients to project needs based on usage reports and inventory levels to help prevent shortages.

Project Lead

- Assisted in the development of a public E-commerce supply website and conducted regular feedback sessions.
- Developed Standard Operating Procedures to assist customer service in performing refunds, order placement, tracking, inventory searches, and numerous website functions.
- Created live training sessions via the company intranet and PowerPoint presentations for customer service representatives and managers.

Other Relevant Experience

Jacobson Staffing
HR Manager

Groveport, OH

July 2005-December 2007

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- Managed daily operations and budgeting.
 - Maintained data collection and report generation for all levels of the company.
 - Conducted routine presentations to all levels of the company.
 - Created and maintained client files.
 - Processed employee payroll and benefits administrator.
 - Directed recruiting and marketing efforts for multiple employment opportunities.
 - Supplied superior customer service to clients and employees.
 - Gathered extensive and detailed data to optimize business operations further.
 - Managed all HR-related services and activities.
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VOLUNTEER

FRANKLIN UNIVERSITY-Student SHRM organization

2023-2025

Communications Director- Executive Board

- Regularly created meeting communications, flyers, emails, and reminders using the Canva app.
- Mentored undergraduate HR professionals
- Oversaw all organizational communications.
- Coordinated with other board members to schedule speakers for monthly meetings.

**COLUMBUS LESBIAN GAY SOFTBALL ASSOCIATION/
NORTH AMERICAN GAY AMATEUR ATHLETIC ALLIANCE**

2014-2023

Columbus Board Member-National Board Member

- Managed volunteers for field conditioning and maintenance projects
 - Coordinated volunteers for various charities and fundraising events.
 - Created weekly reports reviewing inventory, scoring results, and incident reports.
 - Collaborated with recruitment of new members, created/enforced governing rules, and helped ensure safe/fair gameplay.
 - Represented Columbus, OH in national meetings discussing DEI initiatives, rules, financials, and much more.
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PROFESSIONAL AFFILIATIONS

Society for Human Resource Management (SHRM) - Member 2022-Current

Human Resource Association of Central Ohio (HRACO) – Member 2022-Current