

PROFESSIONAL SUMMARY

Results-oriented Human Resources professional with broad experience in all areas of HR, including policy development, performance management, and compensation and benefits.

SKILLS

- ◆ Benefits Design & Administration
- ◆ Payroll Administration
- ◆ Compensation and Benefits
- ◆ Affordable Care Act (ACA)
- ◆ Health Care Reform
- ◆ Trained in FMLA/ADA/EEO/WC
- ◆ FMLA Comprehension
- ◆ Recruitment/Staffing
- ◆ Orientation/Onboarding
- ◆ Employee Coaching
- ◆ Employee Relations & Law
- ◆ Performance Management Programs
- ◆ Training & Development Programs
- ◆ In-depth Knowledge of HR Compliance
- ◆ HR Policies & Procedures
- ◆ Unemployment Laws
- ◆ HR Department Set-up
- ◆ HRIS Implementation/Set-up
- ◆ Process Redesign/Improvement
- ◆ HR Program/Project Management
- ◆ Internal Systems and Controls
- ◆ Audit Preparation and Reporting
- ◆ Statistical Reporting

EXPERIENCE

HR Director, 3/2017 – 4/2018

Fountains Country Club – Lake Worth, FL

- Successfully transitioned organization from PEO to independently managed, bringing HR function in-house including payroll processing, benefits administration, WC administration, recruiting and EE relations.
- Contributed to the development and implementation of new policies and procedures based on corporate guidelines for employee handbook and management SOP manual.
- Developed company's employee handbook outlining payroll, background checks, benefits, company policies, breaks, vacation, and performance expectations for exempt and non-exempt employees.
- Designed and implemented a new electronic HR Onboarding program successfully eliminating physical paperwork by 75%.
- Designed and implemented employee benefit programs, including health, dental, vision, 401(k), HSA, EAP, COBRA, LTD, STD, Life/AD&D and Accident coverage.
- Coordinated, planned and conducted annual open enrollment meetings.
- Developed annual performance management processes for management, including contribution ratings, salary reviews and Personnel Action Reviews, including performance improvements.
- Ensured compliance with all applicable federal, state and other laws and regulations, and filed all compliance reports with respective federal and state agencies.
- Planned and conducted club-wide training and development programs.
- Collaborate with Department Managers to review vacant positions, reallocate staff duties, and streamline procedures.
- Conducted New Hire Orientations, Benefits Orientations, Exit Interviews and Leaves of Absence.

HR Manager, 6/2014 – 3/2017

GEMAIRE – Deerfield Beach, FL

- Resolved employment-related disputes through proactive communication.
- Administered compensation, benefits and performance management systems.
- Designed a comprehensive employee recruitment strategy.
- Responsible for client group's full-cycle recruitment process from posting position, sourcing candidates to onboarding new hires.
- Handled understaffing, disputes, termination of employees and administer disciplinary procedures.
- Represented organization at personnel-related hearings and investigations.

- Coordinated work activities of subordinates and staff relating to employment, compensation, labor relations and employee relations.
- Led annual Open Enrollment meetings and teleconferences to accommodate multiple locations.
- Created and conducted new hire orientations to include comprehensive benefits overview.
- Successfully migrated HSA plan to new custodian.
- Worked with TPA 401k Plan Administrator to facilitate loan process and biweekly contributions upload.
- Assisted employees with benefits related concerns and questions from onboarding through point of termination/retirement.
- Administered company benefit plans to include: medical, dental, vision, 401k, ESPP, HSA, FMLA and Cobra.

HR Generalist, 8/2009 – 6/2014

Boca Pointe Country Club – Boca Raton, FL

- Analyzed and modified compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
- Developed and enforced company policy and procedures relating to all phases of human resources activity.
- Educated and advised employees on group health plans, voluntary benefits and 401(k) retirement plans.
- Developed company personnel policies, standard operating procedures and employee handbook.
- Developed and facilitated all new-hire orientations.
- Conducted employment verifications and investigations.
- Redesigned employee recruitment strategy.
- Facilitated the criminal background check process for new hires.
- Managed all aspects of leave administration, including employee notifications and vendor management, disability programs and health benefits.
- Managed the employee offer process with 20% at the exempt level.
- Audited workplace, employee and management policies and procedures.

Sr. Human Resources Specialist, 4/2005 – 8/2009

Prime Management Group – Boca Raton, FL

- Educated and advised employees on group health plans, voluntary benefits and 401(k) retirement plans.
- Processed bi-weekly payroll for 1000+ company employees.
- Reconciled payroll reports for organization's multiple divisions
- Performed complex general accounting functions, including upload of GL/Payroll interface file and preparing reimbursable payroll invoicing for cost-plus associations.
- Responded to EE relations matters such as employee complaints, inquiries, disputes regarding payroll, benefits concerns or issues, and other miscellaneous manager and employee concerns.
- Developed and enforced company policy and procedures relating to all phases of human resources activity. • Updated key human resource metrics including turnover and terminations, using reporting tools on the HRIS database.

EDUCATION & PERSONAL CERTIFICATIONS

Saint Leo University, Saint Leo, FL. Bachelor of Arts in Human Resources Management

Society of Human Resources Management Senior Certified Professional (SHRM-SCP)

<https://bcert.me/bc/html/profile.jsp?k=dnzdysl>

Notary Public, State of Florida

PROFESSIONAL AFFILIATIONS

Member of Society of Human Resources Management (SHRM)

