**SUMMARY OF QUALIFICATIONS**

* 6+ years Human Resource Management and customer service experience
* 4+ years Strategic planning, budget analysis, and training event coordinator experience
* Exceptional strong communication and presentation skills with ability to multitask and adapt to changing priorities
* Detailed-oriented with the ability to work in a fast-paced, deadline-driven environment

**EDUCATION**

**Associates of Science, Business Management Completion Date: December 2019** Minneapolis Community and Technical College Minneapolis, MN

3.62 GPA, Phi Theta Kappa – Honor Society and MCTC Entrepreneur Club member

**RELATED COURSEWORK:** Intro. to Business, Principles of Marketing, Business Communications, Principles of Management, Principles of Macroeconomics, Small Business Management, Intercultural Communications, Principles of Microeconomics, Interpersonal Communication and Intro. to Mass Communications.

**BUSINESS RELATED EXPERIENCE**

**Human Resources Consultant Intern January 2018 – Present**

Office of Human Resources – City Hall Annex Saint Paul, MN

* Facilitated/rated interview questionnaire session, with a Saint Paul Police Officer for over eight candidates for the 2018 Police Officer Exam.
* Planned, coordinated, and executed with assistance from another HR Intern, a new video project presentation to HR Senior staff members.
* Assisted Senior Consultant staff with facilitating, educating and coaching online application processes to over 10+ community Saint Paul job seekers at the City of Saint Paul Elevate Session.

**Employee Solution Center Analyst November 2013 – May 2014**

G&K Services Minnetonka, MN

* Interacted with over 1,200 employees via telephone or email to answer questions and provide assistance to functions of HR-benefits, employee relations, labor relations, LOA, compensation, talent acquisition, learning and development.
* Maintained employee records related to new hire documentation, job changes, performances, and personal information using HCM software.
* Selected with five other company U.S. Armed Forces veteran employees, by Talent Requisition Team to appear in veteran company recruiting video.

**United States Army Recruiter February 2007 – March 2009**

HHC, 501st Special Troops BattalionCamp Humphrey, South Korea

* Exceeded FY 08 through 2nd QTR FY 09, planned and coordinated ceremonies for over 90 Soldiers.
* Increased the retention program by purchasing over $8,000 dollars’ worth of reenlistment gifts.
* Managed a team of eight Recruiters; planned, coordinated and conducted over five monthly training events to assist company Recruiters to exceed their quarterly goals.

**EMPLOYMENT HISTORY**

**Funeral Director Assistant/Driver April 2015 - Present**

Washburn-McReavy Funeral Home Minneapolis, MN

* Conducting, compassionately communicating and consulting with over one hundred families with their memorialization services.
* Assisting Funeral Directors providing families with company general price list for our services and fees: caskets, urns, chapel scheduling, and cemetery general questions.

**Office Manager May 2014 – March 2015**

Crosstown Covenant Church Minneapolis, MN

* Oversaw the daily management of the church office, the coordination/entry of all human resources transactions for five staff members, a 200-member congregation and over 40 church volunteers.
* Maintained and balanced an annual office budget of $7,000 to order and manage maintenance of office supplies and equipment.

**Human Resources Assistant July 2013 – November 2013**

Office Team (Temp. staff - G&K Services) Minnetonka, MN

* Answered phones, emailed inquiries, and issued client resolutions by clarifying desired information.
* Researched, located, and provided results to explored solutions for employee requests and grievances.
* Coached end-users on use of online HR technology and self-service database systems

**Human Resources Manager May 2011 – May 2013**

United States Army - Personal Effects Depot Dover, DE

* Served as an HR Enlisted advisor to senior management for all new hire applicants, budget analysis, monthly promotion advancement status and developed transition out brief for all relocating Soldiers.
* Senior HR Specialist responsible for Human Resource Management, administration, customer service, and payroll daily activities of a Human Resources Department supporting more than 200 employees, and increasing customer service resolution by 60%.
* As the voice of the organization, answered phones and routed calls; provided general information to employees/clients; resolved questions and issues to appropriate staff or department for further information and problem resolution.

**United States Army Certifications**

Human Resource Specialist Course, United States Army Equal Opportunity Course and Advanced Leadership Course.

**COMPUTER & OFFICE AUTOMATION SKILLS**

* Software: Microsoft Word; Excel; PowerPoint; and Outlook (Version 2003-2007); Automated Administrative System: Proficient in Taleo; Ceridian, QuickBooks; and PeopleSoft systems.