

# Melanie Aparicio

13515 Duckett Court  
Charlotte, NC 28273  
Aparicio.melanie@hotmail.com  
(786) 546-9658

## **EDUCATION**

Bachelor of Science in Business Administration; Concentration in Talent Management  
Bachelor of Science in Business Administration; Concentration in Finance  
University of North Carolina in Charlotte, Charlotte, NC 28233

## **WORK EXPERIENCE**

### **Expense Audit Analyst**

**November 2014 – Present**

*Continental Tire the Americas LLC; Fort Mill, SC*

- Provide customer service to over 5000 travelers through the use of support email addresses and a Hotline
- Audit and enforce travel and entertainment policy for over 40,000 reports annually
- Monitor patterns in noncompliance of policy and report to management
- Work with HR and management to update T&E policy as needed
- Work With HR in providing them with supporting documentation for employee terminations
- Provide reconciliation statements to the Credit Card Administrator for reporting purposes
- Provide reporting intelligence data for other departments on expenses for budgetary planning

### **Freight Payables Processing Intern**

**August 2014- November 2014**

*Continental Tire the Americas LLC; Fort Mill, SC*

- Verification of freight invoices using OCR software, dispatching and posting invoices
- Responsible for vendor statement review and any correspondence as needed.
- Performed dual roles as a freight intern and Expense audit intern

### **Expense Audit Intern**

**January 2014 – November 2014**

*Continental Tire the Americas LLC; Fort Mill, SC*

- Monitor patterns in noncompliance of policy and report to management
- Assist employees with expense reports and general corporate card questions
- Audit and enforce travel and entertainment policy for over 40,000 reports annually

### **Geek Squad Customer Service Agent**

**August 2012 – December 2013**

*Best Buy; Pineville, NC*

- Diagnose computer repair issues and provide clients with appropriate services.
- Set up new computers and install appropriate software
- Motivate and train new hires on store policies, services, store systems, financing and register operations

### **Customer Service Agent**

**April 2010 – August 2012**

*Best Buy; Pineville, NC*

- Perform returns and exchanges and assist clients in obtaining the correct product for their needs
- Proven ability to answer customers' questions and give information regarding the business procedures and policies in an exact and customer-friendly way.
- Answer phone calls and provide clients with the correct products and services for their needs and redirect them to the correct department if applicable.
- Performed dual roles in customer service and as a multi channel specialist

## **SKILLS**

- Proficient Administrator in Concur, Excel, Microsoft word, and familiar with SAP
- Proficient in English (native), Spanish (native) and French (advance) communication
- Strong communication abilities, both written and verbal, with diverse populations

## **ACCOMPLISHMENTS**

- Deans list 2011
- Director of Information systems for the UNCC SHRM chapter (August 2014-Present)

# Dalton J. Culler

- 920 Love Street Albemarle, NC 28001
- Home Phone Number: 704-986-3918
- Mobile Phone Number: 704-985-8504
- E-Mail: dculler3@uncc.edu or D.Culler157@yahoo.com

## Experience:

- **Sales Associate**, Waffle House: May 2014-September 2014
  - Waited on customers, ran the cash register, washed dishes, assisted in the placement of customers, and cleaned the store thoroughly during a normal shift.
- Service and philanthropic work that includes working with GHA Autism Supports, The V Foundation for Cancer Research, Relay for Life, Habitat for Humanity, The American Red Cross, and the Second Harvest Food Bank among other organizations.

## Education:

- A student in good standing at the University of North Carolina at Charlotte (August 2012- Present) pursuing a Bachelor's degree in Management with a concentration in Organizational Management with a minor in Psychology. I currently have a 3.75 cumulative GPA.
- Certified Student Electronics Technician (SET Certified) through the Electronics Technicians Association (ETA).

## Leadership Experience:

- **President** of the Delta Chi Fraternity at the University of North Carolina at Charlotte, December 2013-Present.
- **Secretary** of the Delta Chi Fraternity at the University of North Carolina at Charlotte, August 2013-December 2013.
- **Philanthropy Chair** of the Delta Chi Fraternity at the University of North Carolina at Charlotte, December 2012-Present.
- **Member** of the National Society of Collegiate Scholars, October 2013-Present.
- **Member** of the University of North Carolina at Charlotte chapter of Habitat for Humanity, September 2012-Present.
- **Volunteer Note Taker** for the University of North Carolina at Charlotte Disability Services, September 2013-December 2013.
- **Leadership Fellows** graduate, Fall 2013.

## Honors:

**Chancellor's List (3.7 or above)** Spring 2013, Spring 2014

**Dean's List (3.5 or above)** Fall 2012, Fall 2013, Fall 2014

## References:

Mr. Dennis Wiese  
Senior Associate Dean of Students- University of North Carolina at Charlotte  
864-275-3940  
dwiese@uncc.edu

Mrs. Tonia Diggs  
Chief Human Resources Officer for GHA Autism Supports  
704-985-5774  
thdiggs@carolina.rr.com

# Amber Bracy

1201 Campus Pointe Court, Charlotte, NC 28262

919-605-9125 • abracy1@uncc.edu

## Objective

Seeking an intern position in Human Resources utilizing organizational and interpersonal skills to serve as a positive contribution to the organization.

## Education

### University of North Carolina at Charlotte, Charlotte, NC

Business Management Major

December 2015

Concentration: *Talent Management*

Relevant Coursework: Acquiring and Retaining Talent, Developing and Retaining Talent, Managerial Ethics, Managerial and Organizational Behavior

GPA: 3.0/4.0

## Experience

### Art Gallery Attendant

09/2012 – Present

*UNC Charlotte Student Union, Charlotte, NC*

- Participated in interviewing job candidates
- Evaluated job candidates and gave feedback to supervisor
- Worked in teams to install art work for upcoming exhibits
- Responsible for ensuring art stays in good condition
- Coordinated gallery receptions, communicated with guest attending the reception
- Collected valuable information from artists

## Campus Involvement

### Circle K at UNC Charlotte, Charlotte, NC

*Member*

August 2014 – Present

- Organized and sorted clothes at Crisis Ministry
- Raised money for Second Harvest Food Bank

### Society for Human Resource Management, Charlotte, NC

*Member*

October 2014 – Present

## Community Service

- **Crisis Ministry, September 2014**
- **Second Harvest Food Bank, November 2014**

## Skills

Strong interpersonal skills, team building skills

**Computer:** Prezi, Microsoft Word, PowerPoint, Excel

**Social Media Skills:** Facebook, LinkedIn, Twitter

# Ellie Martinez

Woodleaf Rd, Charlotte NC 28205 • [emarti58@uncc.edu](mailto:emarti58@uncc.edu) • 917.992.7656

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## Education:

University of North Carolina at Charlotte  
*Bachelor in Business Management*  
Concentration: Talent Management  
In-Major GPA: 3.5

Charlotte, NC  
May 2015 (expected)

## Experience:

Healthy Home Market  
*Cashier*

Charlotte, NC  
September 2014 - Present

- Managed and maintained cash drawer during peak hours
- Developed relationships with regular customers and made product recommendations for their needs
- Responsible for balancing register

Childcare  
*Babysitter*

Charlotte, NC  
April 2013 - August 2013

- Cared for 3 children of the following ages: 6 years, 4 years, 18 months
- Aided in children's development by assisting with homework in the areas of reading writing and math
- Aided in the transportation of the children to and after school activities as well as aid in household duties such as preparing lunch and dinner
- Ensured the safety of the 3 children during daily activities

Outback Steakhouse  
*Server, To-go, Hostess*

Statesville, NC  
March 2008 - August 2012

- Greeted guests and patrons personally and on the telephone
- Ensured guests were seated at the appropriate location in a timely manner
- Aided in the preparation of food, took phone orders, and delivered To-go items to guests in their vehicles
- Proficiently handled customers orders through company's computer system
- Trained new staff members on Outback Steakhouse's To-go process
- Served customers appropriately in order to ensure full satisfaction from the customer in their Outback Steakhouse experience

## Volunteer/Activities:

- Society of Human Resource Management, *Member*
- Countryside Montessori School, *Volunteer*

September 2014

## Skills:

- Computers: Microsoft PowerPoint, Word
- Language Proficiency: Familiar with Spanish

## Kristina Jones

klj07@msn.com • 2426 Briar Trail Court Matthews, NC 28104 • 704-614-1523

### Objective

Seeking a position in order to utilize clerical and teamwork skills while gaining experience in a human resources position.

### Education

#### **University of North Carolina at Charlotte**

Bachelor of Arts in Communication Studies

Concentration in Organizational Communication

Minor: Psychology

Club: Society of Human Resources Management

**Charlotte, NC**

*May 2016*

#### **Central Piedmont Community College**

Associate in Arts

GPA: 3.03

**Matthews, NC**

*May 2013*

### Experience

#### **Target**

*Senior Team Leader-Softlines*

**Charlotte, NC**

*October 2014-present*

- Actively participate in the performance management process including writing performance reviews
- Performed leader on duty responsibilities such as overseeing total store operations
- Delegated team member work load and helped with staffing

*Human Resources Team Member*

*July 2013 –October 2014*

- Administered phone screenings to onboard team members
- Balanced payroll reports daily to ensure financial goals were met
- Prepared schedules for over one hundred team members
- Supported Executive Team Leader to complete daily clerical tasks

*Cashier Team Member*

*February 2013- July 2013*

- Managed cash register and cash drawer
- Assisted guests with their purchases while promoting in-store cards
- Restocked candy on the check lanes and gift cards

#### **Bath and Body Works**

*Sales Leader*

**Charlotte, NC**

*August 2008- July 2012*

- Consulted existing and new clientele in finding products to meet their needs
- Coached associates on product knowledge
- Managed financial goals daily in high volume retail environment

#### **Bath and Body Works**

*Sales Associate*

**Tucson, AZ**

*April 2007-July 2008*

- Provided customer experience
- Encouraged benefits of products
- Organized floor changes for restocking merchandise

### Skills

- Computer: Microsoft Office (Word, Excel, Powerpoint)
- Job Application System (JAS)
- MyTime Scheduling

# Maureen Sanders

3310 Cedarhurst Drive • Charlotte, NC 28269 • (302) 893-6121 • Maureen.D.Sanders@Gmail.com

## Objective

*An opportunity with a progressive organization in which I can utilize my Human Resources Management skill sets and education.*

## Summary of Qualifications & Skill Sets

- ◆ Workflow Management – Supervision and Training – Productivity Improvement
- ◆ Effective working independently and as a Team Player
- ◆ Quick learner and goal oriented

## Professional Experience

**Carolina Wholesale**                      **Accounting Assistant**                      **Charlotte, NC**                      **1/12 – Present**

- Conduct credit and background checks on potential clients
- Process charges, credits and settlements for customer accounts
- Manage bank bill pays and distributed funds for customer accounts
- Process electronic checks and incoming mail check payments
- Administer COD payments and secure organization of all referencing documentation

**Wells Fargo**                                      **Customer Service Team Lead**                      **Charlotte, NC**                      **8/06 – 2/10**

- Provided coaching and development feedback for 17 team members
- Trained new hires on policy and procedures for customer call operations
- Coordinated performance improvement strategies for low performing team members
- Resolved escalated customer issues via call backs, waiving fees, submitting refund requests and corresponding with other departments to resolve issues
- Provided organization and efficient execution of special projects

## Education

**University of North Carolina at Charlotte, Charlotte, NC**

Bachelor of Arts in Human Resources Management                      2016

**Central Piedmont Community College, Charlotte, NC**

Associate in Arts                      2014

Certificate in Human Resources                      2014

## Coursework

Fundamentals of Human Resources Management – Effective Recruitment and Selection – Basic Employment Law for Human Resources – Benefits Administration – Employee Relations

## Professional Affiliation

Society for Human Resource Management (SHRM) – University of North Carolina at Charlotte

# BRIAN WAINAINA

5509 Seaspray Lane • Raleigh, NC 27610 • bwainain@uncc.edu • (919) 600-0287 (cell)

## EDUCATION

**UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE**, Charlotte, NC 2013 - Present

- Intended Bachelor of [Accounting], expected June 2017
- GPA: 3.81
- Business Honors Program

**ENLOE HIGH SCHOOL**, Raleigh, NC

2009 - 2013

- Participated in IB Program

## EXPERIENCE

**City Of Raleigh**, Raleigh, NC

2013 - Present

**Senior Camp Counselor**

- Senior camp counselor at Barwell Road Community Center's
- Supervised 9-16 children a day, along with 2 other staff members in arts and crafts and athletic activities.

**Raleigh Summer Youth Employment Program**, Raleigh, NC

2009 - 2010

**Junior Camp Counselor**

- Junior camp counselor at Halifax Community Park
- Supervised approximately 20-30 children at a time in athletic activities.

## LEADERSHIP

**WELLS FARGO & COMPANY**, Charlotte, North Carolina

2014

**Sophomore Leader**

- Selected as one of 40 students to learn about the Wells Fargo's approach to credit and lending in businesses such as Commercial Banking, Corporate Banking, and Commercial Real Estate.

**SOCIETY OF HUMAN RESOURCES (SHRM)** Charlotte, North Carolina

2014

**Assistant Secretary**

- Write down notes during executive and general meetings. Coordinate and plan general meetings and recruitment events along with executive board.
- Attend CASHRM conferences, which is our professional organization in the greater Charlotte area.

## BUSINESS HONORS PROGRAM

2014

**Member**

- Attend bi-weekly general body meetings where we have a guest speaker cover various subjects pertaining to business. Examples include: interviewing skills, proper business etiquette and resume building.
- Volunteer on behalf of BHP in the community of Charlotte.

**EMERGING LEADERS**, Charlotte, North Carolina

2013

**Member**

- Selected as one of 55 freshman to be apart of the organization.
- Attended weekly workshops that covered various leadership skills such as public speaking, teamwork, and effective communication.
- Engaged in skill building activities where we were given an opportunity to exemplify our leadership skills.
- Sat on the sports committee where I planned out athletic events that fellow emerging leaders could attend.

## ADDITIONAL

- Can type 64 wpm
- Proficient with Word and PowerPoint

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# ALEC MORRIS

9435 BONITA LANE (APT. 1515), CHARLOTTE, NORTH CAROLINA 28262

C: 8285501482 | amorri99@uncc.edu

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## PROFESSIONAL SUMMARY

Highly motivated student at UNC Charlotte seeking opportunities in Human Resources. General knowledge about ADA and EEOC guidelines. Great passion for learning and personal development. National SHRM Member.

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## SKILLS

- Microsoft Office
- Team Leadership
- Detail Oriented
- Public Speaking
- Time Management
- Fast Learner

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## WORK HISTORY

### JOHN MORRIS

*Skilled Worker "Seasonal" | Waynesville, NC | March 2010 - May 2014*

Participated in several renovation projects doing tasks such as carpentry, laying floors, drywall hanging, painting, landscaping and pressure washing.

### ROBIN BLU

*Sales Associate "Seasonal" | Waynesville, NC | May 2014 - Current*

Assisted in retail sales, customer service, social media advertising, fixing/making displays, and stocking inventory.

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## EDUCATION

### ASSOCIATE OF ARTS Pre-Business Administration

Cape Fear Community College

Wilmington, NC | 2014

### BACHELOR OF SCIENCE Business Administration

UNC Charlotte

Charlotte, NC | Current



# Diamond Mayfield

1521 Tom Sadler Rd. Charlotte, NC 28214 | (704) 215-3108 | [mayfielddiamond05@yahoo.com](mailto:mayfielddiamond05@yahoo.com)

## Profile

Management major pursuing a career in human resources. Has the ability to effectively communicate, collaborate, and manage tasks. Motivated by overcoming challenges and developing strong leadership skills. Seeking internship opportunities that develop business acumen, professional skills, problem solving skills, and leadership ability.

## Experience

Macy's – Charlotte, NC

2014-2015

### Part-Time Seasonal Sales Associate

- Assisted customers throughout their shopping experience.
- Maintained smooth flow of the sales floor.
- Provided customers with an expeditious check-out experience.
- Provided assistance to customers by phone.
- Developed skills related to customer service, time management, computer systems, communication, and multi-tasking.

Charlotte Metro Credit Union (Harding University High School)

2012-2013

### Volunteer

- Assisted students and school staff members with opening bank accounts.
- Informed students and school staff members on importance of keeping and maintaining a bank account.
- Assisted students and school staff members with bank transactions.
- Developed communication and professional skills.

## Awards and Honors

- CMS Scholar
- North Carolina Academic Scholar
- President's Award (Silver Candidate)
- 2011-2012 Junior Marshall
- Graduated High School with Cum Laude designation
- Dean's List (Fall 2013, Spring 2014, Fall 2014)
- Lora R. Thrash Scholarship recipient
- CME Church Missionary Scholarship recipient
- Parkwood CME Church Medcalf Scholarship recipient
- Marine Corps League Scholarship recipient

## School and Community Activities

- National Honor Society
- National Technical Honor Society (Vice President)
- World Languages Honor Society
- Charlotte Metro Credit Union (Harding University High School)
- The National Society of High School Scholars
- Society for Human Resources Management

- Usher Board
- Christian Youth Fellowship

## **Education**

<b>University of North Carolina at Charlotte – Charlotte, NC</b>	<b>Expected Graduation 2017</b>
Management Major	
<b>University of North Carolina at Greensboro – Greensboro, NC</b>	<b>2013-2014</b>
Business Administration Major	
<b>Harding University High School – Charlotte, NC</b>	<b>2013</b>

5018 Victoria Avenue  
Charlotte, NC 28269

# GABRIELA M. MENCIA

Cell: 704-968-1228  
Email: gmencia@uncc.edu

## CAREER OBJECTIVE

High-energy Management student seeking a position to contribute to building and motivating dynamic teams. I am eager to be part of an organization that will allow me to apply my skills to enrich the culture and expand my work experience.

\*Fluent in English and Spanish   \*Superb time management skills   \*Fastidiously attentive to detail

## EDUCATION

**B.S.B.A. in Management**   Minor: Communications Studies   GPA: 3.58  
University of North Carolina at Charlotte   May 2015

**Associate in Arts**   GPA: 3.9  
Central Piedmont Community College Charlotte, NC   May 2013

## CORE QUALIFICATIONS

### Human Resources Management

- Thorough understanding of HR functions, procedures and legal concepts.

### Managerial Leadership

- Able to use different leadership styles to effectively lead teams.

### Financial Management

- How to plan, monitor, organize, and utilize monetary resources.

### Managerial Ethics

- Ensure integrity, enhance reputation, manage risk, and secure legitimacy.

## LEADERSHIP EXPERIENCE

**President, Society for Human Resource Management-UNC Charlotte Chapter**   June 2014-Present

- Serve as liaison between chapter and Charlotte Area SHRM to create opportunities for members.
- Supervise Chapter administration and events through the creation of goals and strong relationships.

**President, International Club- UNC Charlotte**   June 2014-Present

- Increased membership by 20% in comparison to past years.
- Ensure the success of every trip and event to create appreciation for diversity and inclusion on campus.

**Vice President, Phi Theta Kappa Kappa Honor Society- CPCC**   April 2012-May 2013

- Motivated and supported team members in their roles in the organization.

## WORK EXPERIENCE

### Assistant Administrative

Craftsman Roofing Company, Charlotte NC   November 2013-Present

- Took initiative to help establish family business and assist in marketing products and services.
- Committed to attaining client's complete satisfaction through the effective use of all resources.

### Manager

Chick-fil-A, Charlotte, NC   October 2011-August 2013

- Promoted to manager position after 10 months due to excellent performance and leadership skills.
- Scheduled and directed 12 staff in daily assignments to increase productivity and improve performance.
- Utilized strong interpersonal skills to communicate positively with guests and employees.

### Summer Intern

Bank of America, Charlotte, NC   June 2011-August 2011

- Worked in the HR department, assisted in planning and coordination of orientation for new employees.
- Completed online training on customer service, Microsoft and team communication.

# Levi M. Gaunt

220 Brook Glen Drive, Mooresville, NC 28115 | Phone (563)299-7998 | levigaunt@yahoo.com | www.linkedin.com/in/levigaunt/

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## Management • Administration • Human Resources

Leadership Skills • Communication Skills • Self-Starter

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### PROFILE:

Motivated and organized business student with proven ability to produce results. Able to troubleshoot complex problems and get the job done. Superior communication skills and ability to interact effectively with team members. Seeking and willing to learn new information and skills. Learns quickly, resourceful, and enjoys challenges.

### EDUCATION:

#### University of North Carolina-Charlotte

B.S.B.A. Business Management—Concentration in Human Resources

Overall GPA: 3.3/4.0

*Expected May 2015*

#### Nascar Technical Institute, Mooresville, NC

*Taught by industry professionals. Learned automotive diagnostics, understanding of auto vehicles, customer relations, preparation and organization of documents including billing, estimates, and inventory.*

*2008*

### RELEVANT COURSE WORK:

- **Human Resource Management** (Fall 2014) – Human Resource Environment • Acquisition and Preparation of Human Resource • Employment Law
- **Business Management** (Spring 2014) – Decision Making, Planning, and Strategy • Organizing and Controlling • Leading Individuals and Groups
- **Business Marketing** (Spring 2014) – Marketing Strategies • Global Marketing • Interactive and Multichannel Marketing

### EXTRACURRICULAR ACTIVITIES:

#### Society of Human Resources Managers (SHRM)

Member of National Association

- Working towards being Director/Officer in UNCC Chapter.
- Read and analyze emails from SHRM association.
- Participate in monthly meetings.

Jan. 2014 - Present

#### Mooresville Pink Ladies (14U Softball)

Head Coach

- Organizing and implementing planned practices.
- Teaching young athletes fundamentals of softball.

Aug. 2014 - Present

### EMPLOYMENT HISTORY:

#### Dazcon Properties, Mooresville, NC

Administrator Assistant/Maintenance Coordinator

Oct. 2012 – Mar. 2014

- Assisted in job candidate interviews.
- Coordinated maintenance vendors with owners, property managers, and tenants.
- Improved work order completion date from 10 day average to 4 day average.
- Implemented new strategy to receive and process invoices resulting in increased efficiency of monthly maintenance invoices, improved vendor relationships, and eliminated steps in processing.

#### SS Green Light Racing, Mooresville, NC

Mechanic/Tire Changer

Feb. 2008 – Aug. 2011

- Responsible for the driver's safety and comfort.
- Organized and documented detailed notes utilizing Excel, for every race.
- Successfully performed job under pressure by being coachable and dedicated.

#### Gander Mountain, Mooresville, NC

Sales Associate

Apr. 2006 – Feb. 2008

- Met store daily sales quota ranging from \$40K-\$150K, while keeping sales floor organized for customer convenience.
- Filed all received products orders and entered them into computer system.

### COMPUTER SKILLS:

Microsoft Office: Word, Excel, Access, and PowerPoint

**Princess Houston**

4213 Crowfield Dr. Raleigh, NC 27610

Phone: 919-394-0421 · Email: [houston.princess@yahoo.com](mailto:houston.princess@yahoo.com)

Linkedin: [https://www.linkedin.com/profile/public-profile-settings?trk=prof-edit-edit-public\\_profile](https://www.linkedin.com/profile/public-profile-settings?trk=prof-edit-edit-public_profile)

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**OBJECTIVE**

Seeking a Human Resource Management position where I can contribute my professional experience and exceptional customer service for the development and growth of the company.

**EDUCATION**

**University of North Carolina at Charlotte** (May 2015)

*Bachelor of Science in Business Administration-Management; Concentration in Talent Management; Minor in Sociology*

GPA: 3.15

**Honors:** Chancellor's List (Fall 2011); Dean's List (Spring 2012, Spring 2013)

**WORK EXPERIENCE**

**UNC Charlotte, Belk College of Business**

*Student Assistant to Dean's Office, Advising Center, and SCPD* (2013-Present)

- Serve as first point of contact for all offices providing exceptional customer service
- Balance multiple tasks such as booking appointments, greeting visitors, and managing the reception area

**John Chavis Community Center; City of Raleigh**

*Summer Camp Director, Recreation Aid* (2010-2014)

- Managed 15 staff members over a 10 week period
- Coordinated 10 week summer camp schedule and logistics within two weeks, which included field trips, art, meals, science and drama curriculum, games and activities
- Contributed to a successful summer camp by effectively dealing with conflict, exhibiting great customer service skills, and ensuring a safe environment
- Completed administrative work (filing papers, copying, weekly evaluations, etc.)

**LEADERSHIP/SERVICE**

**Big Dreamz Inc.**

*Mentor* (2014-Present)

- Non-profit mentoring program for females ages 11-18 with a goal to encourage higher education, inspire female youth and prevent teenage pregnancy
- Participate in monthly community service and character building workshops
- Meet individually with mentee at least 10 hours per month

**UNC Charlotte Business Learning Community (BLC)**

*Mentor* (2011-Present)

- BLC students live on campus together, enroll in common courses, and participate in business extra-curricular and career-development activities. Support other program participants by forming strong study partnerships.
- Mentor freshman members throughout their first year of college; answer questions and assist with their transition to college

**UNC Charlotte Voices of Eden Gospel Choir**

*Grant Writer* (2014-Present)

- Complete and submit all applications for travel grants to the Student Government Association by designated deadline
- Participate in community service (Savannah Cottage of Chatham, Habitat for Humanity, Second Harvest Food Bank, Operation Sandwich- Urban Ministry Center)
- Perform at University and community functions

*New Member Orientation Leader* (2011-2014)

- Served as first contact to new members and assisted with getting them acquainted with the choir

# Chaquandria Holland

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[www.linkedin.com/in/hollandcth/](http://www.linkedin.com/in/hollandcth/)

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## PROFILE STATEMENT:

Business Administration student concentrating in Human Resource Management seeking a full-time job as a Human Resource Recruiter.

## EDUCATION:

**Johnson & Wales University**, Charlotte, NC  
Bachelors of Science, Business Administration, 11/2015  
Concentration: Human Resource Management

**RELEVANT COURSES:** Human Resource Management; Human Resource Strategy; Human Resource Training & Development; Managerial Economics; Compensation & Benefits

## ACCOMPLISHMENTS:

- Career and Technology Education Program Award (General Management Major Certificate), 05/2012
- South Carolina Association of Educational Office Professionals Scholar, 2012
- Golden Apple Award for Character and Academic Achievement, 2012
- Word Processing II Competitive Event 1<sup>st</sup> Place Winner, 02/2012
  - South Carolina FBLA 2012 District Leadership Conference

## WORK EXPERIENCE:

**Human Resource Intern (Virtual):** 03/2015 – Present  
**Braathe Enterprises, Saratoga Springs, NY**

- Assisted with recruitment and screening of candidates.
- Conducted mock interviews and critiquing of resumes.
- Researched human resource strategies.

**Admissions Work Study:** 09/2013 – 05/2014, 09/2014 – Present  
**Johnson & Wales University**, Charlotte, NC

- Facilitated the recruitment of new students by communicating with potential students and their parents, answering questions, and providing relevant information
- Operated auditing inquiries and mailings of acceptance packages, acknowledgement letters, and guidance letters.
- Reorganized and filed files and documents in alphabetical order for filing tasks.

## LEADERSHIP:

- Phi Beta Lambda, Secretary, 10/2014 – 2/2015
- Future Business Leaders of America, Secretary, 08/2011 – 05/2012
- Virtual Enterprise I & II, Business Administration Department, 08/2011 – 05/2012

## AFFILIATIONS:

- Minorities About Business, Membership, 10/2014 – Present
- Society of Human Resource Management, Membership, 05/2014 – Present
- Future Business Leaders of America, Membership, 5/2011 – 5/2012
- National Technical Honor Society, Membership, 04/2011 – 05/2012
- Junior Civitan, Membership, 09/11 – 05/2012
- Phi Beta Lambda, Membership, Secretary, Recruitment Committee, 10/2014 - Present
- Florence Crittenton Services, Volunteer, 2013

# Gerardo Madrid

## Objective

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To utilize my personal and technical skills to perform highly as a professional. Also, to work with quality and attention to detail while being efficient congruently.

## Professional Experience

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### Student Assistant, Human Resources & Payroll, Johnson & Wales University – Charlotte, NC

- Assist the campus HR manager with day to day administrative duties.
- Oversee the student employment program in regards to hiring, staffing, and payroll.
- Work with non-profits within the Charlotte community that utilize student employees for staffing.
- Provide customer service to employees with any human resource or payroll need.

### President, Society for Human Resource Management, Johnson & Wales University Collegiate Chapter

- Oversee the chapter as a whole to ensure our chapter is up to standard with National SHRM requirements.
- Organize club events, recruit members, host speakers, develop workshops, and manage the chapter's budget.
- Attend and volunteer at Charlotte Area SHRM professional meetings and seminars.

## Employment History

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02/14-Present	Student Assistant, Human Resources & Payroll	Johnson & Wales University , 801 West Trade St. Charlotte, NC
09/13-02/14	Front Desk Associate, Residential Life	Johnson & Wales University , 801 West Trade St. Charlotte, NC
12/11-09/13	Assistant Manager	Sierras Mexican Restaurant, Chatsworth, GA
12/10-12/11	Cashier	BI-LO, Chatsworth GA

## Education

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May, 2017	Bachelor of Science, Business Studies, Concentration in Human Resource Management	Johnson & Wales University , 801 West Trade St. Charlotte, NC
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## Reference

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Tracy Smith, Human Resources Manager, Johnson & Wales University

[Tracy.Smith@jwu.edu](mailto:Tracy.Smith@jwu.edu)

# Maya N. Buckner

9408 Willow Ridge Rd. Apt 1B Charlotte, NC 28210  
301-643-5084 (Cell Phone) maya.buckner0401@gmail.com

**OBJECTIVE:** Dynamic, multi-faceted student seeking a position in human resource management, that will showcase my ability to show initiative and motivation, while accomplishing goals through organization, oral/written communication skills, leadership, reliability and dependability.

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## KEY COMPETENCES

- Fluent in conversational French
- Interdepartmental customer communication and problem resolution skills
- Capable of working independently and in teams while taking initiative without immediate supervision
- Multi-tasked and detail oriented, possesses effective organizational skills
- Excellent interpersonal skills, phone manner, and office etiquette
- Experienced in crafting, and editing documents in Microsoft Word, PowerPoint, Excel, Outlook E-mail, and Banner Software systems

## EDUCATION

### **Johnson & Wales University - Charlotte, NC**

*Bachelors of Science in Business Management - concentration in Human Resources*

Anticipated Completion Date: May 2015

Cumulative GPA: 3.44

## RELEVANT COURSEWORK

- Human Resource Management
- Finance
- Compensation & Benefits Management
- Managerial Economics
- Marketing
- Organizational Behavior
- Managerial Accounting
- Business Law
- Information Technology for Business Professionals

## WORK EXPERIENCE

### **Children & Family Services Center – Charlotte, NC**

**08/2014-Present**

#### *Human Resources Assistant*

- Editing and revising employee handbooks, to reflect updated company policies and procedures
- Coordinating the reconstruction 50+ employee evaluation forms
- Prescreening and phone interviewing potential candidates before submitting them for further consideration with appropriate hiring manager
- Posting job openings on various recruitment websites to attract new potential hires
- Conducting reference checks and verifying employee eligibility to work in the United States, via E-Verify
- Inputting new hire and rehire employee information via Infinisource HRIS to enable tax information, employee pay and benefits

### **Johnsons & Wales University – Charlotte, NC**

**09/2012-02/2015**

#### *Student Assistant – Academic and Financial services*

- Trained 15+ federal work study students in office related skills such as: proper telephone assistance while providing accurate academic and financial related information paired with phenomenal customer service
- Managed Bi-weekly payroll transactions with TimeCard Plus system for federal work study students
- Answered and assisted with frequently high volumes of parent and student callers
- Handled and filed federally regulated and confidential information regarding student records
- Assisted University Registrar with time sensitive data entry to compile university wide master schedule
- Executed problem resolution with students and families; including telephone assistance regarding student information and scheduling appointments with Johnson & Wales University Advisors

## ASSOCIATIONS AND ACTIVITIES



# **Maya N. Buckner**

9408 Willow Ridge Rd. Apt 1B Charlotte, NC 28210  
301-643-5084 (Cell Phone) maya.buckner0401@gmail.com

- Johnson & Wales University : Society for Human Resource Management, President, 11/2013-03/2015
- National Society for Human Resource Management, Member, 10/2013-Present

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# Corey Hatch

425 W. 5<sup>th</sup> Street, Charlotte NC

252-525-9775

[CHatch01@wildcats.jwu.edu](mailto:CHatch01@wildcats.jwu.edu)

**Objective** To gain professional experience in business management that will showcase my skills and ability to thrive.

**Skills**

- **Verbal and Written Communication**
- **Leadership**
- **Quick learner**
- **Ability to assume responsibility**
- **Multi-tasking**

**Education** **Johnson & Wales University**  
Expected Graduation Date: 05/2017  
Bachelor's in Business Management  
Concentration: Human Resource Management

**Experience** **Department Lead - Buy Buy Baby**  
**9555 South Blvd, Charlotte, NC 28273**  
03/15 – Present

- Handle all products within a sector of the business.
- Provide customer service to clients
- Upsell products to customers

**Federal Work Study – School of Hospitality - Johnson and Wales**  
**801 West Trade St, Charlotte, NC 28202**  
09/13– 05/14

- Oversee the front desk and assist visitors as needed.
- Assisted professors with general administrative duties.
- Answer high volume calls

**Organizational Memberships**

- Member, Society for Human Resource Management – JWU Charlotte NC. 04/15-Present
- Treasurer, Gentlemen of Prestige– JWU Charlotte NC. 09/13- Present
- Member, FBLA – JWU Charlotte NC. 09/14- Present
- Member, Fresh Anointed Ministries, JWU Charlotte. 09/13-Present
- Member, DECA, JWU Charlotte NC. 09/14-Present

- **References Furnished Upon Request** -

# Kelly Walters

6385 Sylvian St. NW, North Canton, OH 44720 • 330-309-5009 • kew963@wildcats.jwu.edu

## Summary

International Hotel & Tourism Management student searching for a challenging position in the hotel industry. Skills include customer service, sales & marketing, food & beverage, fluency in Spanish language, proficiency in Italian language, and human resources.

## Education

**Johnson & Wales University, Providence, RI**  
Masters in Business Administration *accepted for 06/2015*

**Johnson & Wales University, Charlotte, NC**  
Bachelor of Science, International Hotel & Tourism Management *expected 05/2015*  
*Concentrations: Beverage Service Management/Human Resource Management*  
Honors, Dean's List, 3.9 GPA

**Study Abroad, Castelmarre de Stabia, Italy** *03/2014-05/2014*

## Industry Experience

### Student Intern

***Crowne Plaza Executive Park, Charlotte, NC*** *03/2015-present*

- Organize recruitment opportunities to fill open positions
- Assist with new employee orientations and other Human Resources operations

### Sales Intern

***Communication Exhibits, Inc, Canal Fulton, OH*** *05/2014-09/2014*

- Managed projects dealing with research, ROI stories, and case studies
- Assisted with creation of new marketing materials for technologies

### Sales Associate

***New York & Company, Canton, OH*** *11/2012-02/2014*

- Processed an average of 15 new shipments per shift
- Organized and rebuilt displays while assisting customers

### Front Desk Agent

***Ramada Hall of Fame, Canton, OH*** *06/2012-08/2013*

- Won Wyndham Rewards enrollment contest three months in a row
- In charge of reservations and front desk services

## Memberships & Affiliations

- Membership Director, *National Society of Minorities in Hospitality* *09/2012-Present*
- Treasurer, *Student Government Association* *03/2013-Present*
- Vice President, *Baking and Pastry Club* *09/2012-Present*
- Student Member, *Club Managers Association of America* *11/2014-Present*
- Tour Guide, *Collegiate Ambassador Team* *10/2012-Present*

- Inaugural Member, *Hospitality Guest Relations Team, Johnson & Wales University* 01/2015-Present
- Student Member, *Society of Human Resource Management* 10/2014-Present
- Participant/LEAD Team Member, *Emerging Leader Series* 12/2012-02/2013

### **Certifications**

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- Wine and Spirit Education Trust, *Level 2 Certification with Merit - Wines & Spirits* 03/2014
- Wine and Spirit Education Trust, *Level 2 Certification with Merit - Spirits* 03/2014
- National Restaurant Association, *ServSafe Alcohol Certificate* 10/2013-10/2016
- National Registry of Food Safety Professionals, *Food Safety Manager Certification* 11/2012-11/2017

### **Community Service & Volunteer Work**

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- Vacation Bible School Music Teacher, *Zion Lutheran Church, North Canton, OH*
- Student Volunteer, *Neighbors in Need Community Meal, Johnson & Wales University, Charlotte, NC*
- Student Volunteer, *MLK Day of Service, Johnson & Wales University, Charlotte, NC*
- Hospitality Teaching Assistant, *Wildcat Weekend, Johnson & Wales University, Charlotte, NC*
- Student Volunteer, *Junior Achievement, Charlotte, NC*
- Volunteer, *Chef's Choice cooking classes, Johnson & Wales University, Charlotte, NC*

# ShaNekqua Henry

425 W 5<sup>th</sup> Street Apt 415 • Charlotte, NC 28202-1030 • (980)318-1237  
Shanekquahenry@yahoo.com

## Education

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Upcoming Graduate

Johnson & Wales University, School of Business

Charlotte, NC

*Bachelor of Science, Business Administration*

May 2016

Courses taken included: Managerial Accounting, Accounting Intermediate I & II, Honors Statistics, Human Resource Management, Behavioral Management, Public Speaking, Computer Applications Advance, Leadership I, and Principals of Management.

## Highlights

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- Investing Module Certificate
- Willingness to learn and adapt to any environment
- Outstanding Customer Service, Public Speaking, Financial planning and Organizational skills
- Verbal and Written Communication Skills
- Advanced computer skills including: Outlook, QuickBooks, PowerPoint, Excel, and Microsoft Word
- Typing speed 45 WPM
- More than 2 years of call center experience

## Experience

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IQOR- Sprint Financial/Customer Service Representative

Charlotte, NC

-Adhere to company's policy when setting up payment arrangements and

11/2012- Current

collecting payments daily. Save customers money, review accounts with customers

who does not understand their bill and save disgruntled customers from cancelling

service with Sprint. Work with Business and Individual accounts on a daily basis.

Democratic Leader for 2012 Campaign

Pineville, NC

-Campaign leader/promoter

October 2012

The Cookout

Charlotte, NC

-Cashier

05/2012- 10/2012

# SHANI ALSTON

630 Rose Street, Apt. 3214 B, Rock Hill, SC 29730 ♦ [alstonsm@gmail.com](mailto:alstonsm@gmail.com) ♦ (803) 413-3847

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## EDUCATION

WINTHROP UNIVERSITY

Rock Hill, SC

**Master of Business Administration**

May 2015

**Concentration:** Human Resources Management

**GPA:** 3.467

UNIVERSITY OF SOUTH CAROLINA, MOORE SCHOOL OF BUSINESS

Columbia, SC

**Bachelor of Science, Business Administration**

May 2013

**Major:** Management of Human Resources

**Minor:** Psychology

**GPA:** 3.563

**Major GPA:** 4.0

**Awards:** Cum Laude, President's List, Dean's List, Life Scholarship

## EXPERIENCE

CHARLOTTE HORNETS SPORTS & ENTERTAINMENT

Charlotte, NC

**HR Generalist Intern**

January 2015 - present

Provide daily support to the entire HR department by assisting with various recruiting tasks, new hire orientations, performance appraisals, termination process, employee relations, I-9 process and much more.

- Effectively manage workers' compensation for 175 employees and 15 professional basketball players.
- Manage the completion of background checks and on-boarding for part-time employees.
- Update and maintain OSHA information for all part-time employees.
- Supervise the spring 2015 Intern Program, coordinate Intern Program events and various Hornets events.
- Organize, maintain, and update employment information for 500 employees, 15 professional athletes, and 37 interns.

CONTINENTAL TIRE THE AMERICAS

Fort Mill, SC

**HR Recruiting Intern**

March 2014- October 2014

Assisted the recruiting team and HR managers in all aspects of pre-employment and on-boarding activities. These activities range from scheduling interviews, creating offer letters, organizing new hire orientations, and more.

- Assisted HR managers with the Affirmative Action and EEO plans for Continental's Ft. Mill location
- Managed the completion of background checks and drug screenings of external candidates.
- Coordinated and organized multiple assessment centers for various departments in the company.
- Maintained and updated open positions in the human resources database.

SOCIAL AND BEHAVIORAL RESEARCH LAB AT WINTHROP UNIVERSITY

Rock Hill, SC

**Telephone Interviewer**

October 2013-May 2014

Conducted interviews and gather data from the citizens of South Carolina. This data helps legislators make informed decisions for the welfare of South Carolinians.

- Effectively conducted numerous 10-15 minute interviews with South Carolinians.
- Maintained a pleasant tone and provided a positive interviewing experience.
- Accurately and efficiently recorded results from the interview and help convert results into statistical data.

## LANGUAGES

ENGLISH: Native

SPANISH: Intermediate

## IT SKILLS

Microsoft Office & Outlook, E-Verify, Kenexa Brassring, Lotus Notes, POM - Windows

## ACTIVITIES

Winthrop University SHRM (VP of Finance), The National Society of Collegiate Scholar

# Mercedee Brown

2020 Alumni Drive PO Box 8201, Rock Hill, SC, 29160 ♦ [Brownm55@winthrop.edu](mailto:Brownm55@winthrop.edu) ♦ 803-206-4356

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## PROFILE:

Aspiring human resources professional who demonstrates leadership and is eager for new learning experiences and professional development opportunities. Skillful in conversing with diverse populations in a myriad of environments and adept at delivering customer service to both internal and external customers. Observes business processes to find ways of making them more efficient and effective. Seeking an opportunity for greater responsibility and professional development.

## EDUCATION:

### Winthrop University

*Bachelor of Science in Business Administration*  
*Concentration in Human Resource Management*

Expected Graduation: May 2015

Overall GPA: 3.64

Major GPA: 3.89

## RELATED EXPERIENCE:

### Resolute Forest Products, Catawba, SC

#### *Human Resources Intern*

May 2014- Present

- Use E-verify to screen employees to validate that they are legal to work in the United States
- Work in the recruiting process by scheduling interviews for hourly and salaried candidates, interviewing hourly candidate, and setting up assessment appointments.
- Conduct the on-boarding process for newly hired employees, ensuring all paperwork such as background checks, I-9 forms, W4 forms, and other required documents have been completed and sent to higher management for approval
- Use Empath HRIS System to review and track employee information such as employee bio data, payroll, and benefits
- Create applicant logs to track applicants applying for 12 or more jobs throughout the organization in order to ensure compliance with EEO laws
- Track and respond to filed unemployment cases by separated and/or terminated employees
- Research information to assure compliance with current Human Resources Laws such as FMLA, OSHA, EEO,
- Work with Taleo to post and retrieve resumes for potential Resolute Forest Products employees
- Work on a safety team to promote mill safety throughout the mill by participating in safety tours, safety audits, etc.

### SUMMIT Companies, Fort Mill, SC

#### *Administrative Assistant (HR Department)*

October 2013 – present

- Worked closely with HR department organizing and confirming the presence of employee files and other confidential documents such as I9s, tax forms, benefits information, etc.
- Created Excel spreadsheets simplify the process of tracking engineer certifications to certify they are up to date
- Prepared files according to project log information for engineers to assist in the preparation for site research

## LEADERSHIP:

### Winthrop SHRM, Rock Hill, SC

#### *President*

May 2013 - present

- Coordinates yearly organizational activities with the Winthrop SHRM advisor
- Work with other chapter leaders to design and implement activities that engage a diverse chapter membership
- Direct groups of up to 15 students to deliver customer service at fundraising events at Time Warner Cable arena
- Responsible for cash handling, receipts, and inventory control of up to \$20,000 at fundraising events
- Assists with the on-site management of the chapter's philanthropy events

## HONORS:

- Awarded and retained LIFE Scholarship
- Dean's List each semester
- Charlotte Area Liaison Group Scholarship

Fall 2011 - present

Fall 2011 - present

November 2013

# Gary M. Donald, Jr.

PO Box 7084 2020 Alumni Dr.  
Winthrop University Rock Hill, SC 29733  
803-447-7303  
garyxdonald@gmail.com

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## Skills

- Excellent Verbal and Written Communication Skills, Proficient in Microsoft Office Suite, Customer Service, Ability to Multitask, Strong Attention to Detail, Critical Thinking, Working Spanish Proficiency

## Education

**B.S. Business Administration, Concentration in Human Resource Management** **May 9, 2015**

- Winthrop University, Rock Hill, SC

**GPA 3.0**

## Related Experience

**Recruiting Office Assistant (HR Intern), Carolina Recruitment, Rock Hill, SC** **Fall 2014**

- Matched qualified candidates with vacancies based on skills set and arranged interviews with recruiter
- Utilized Avionte software to document numerous employee related issues
- Organized several job fairs in an effort to attract highly qualified candidates and conduct on-site interviews
- Arranged new hire packets for interviews/orientation with head account manager

**Administrative Specialist II (HR Intern), SCDOT, Columbia, SC** **Summer 2014**

- Researched and collected data to construct salary survey for distinctive positions within the company
- Contacted various Human Resource offices throughout SC in regards to salary data via phone and email
- Utilized e-verify to ensure new hires were eligible to work
- Screened job applicants to ensure they met basic position requirements and assisted HR Manager in creating position descriptions for job vacancies.
- Uploaded essential current/terminated employee documents onto Microsoft SharePoint
- Advertised vacant positions on department's job bulletin board
- Attended staff meetings and training seminars on a plethora of HR initiatives and fundamentals

**Camp Counselor, Richland County Recreation Commission, Columbia, SC** **Summer 2013**

- Assisted with the planning and coordination of each weekly schedule at camp

**Volunteerism, Dorn VA Medical Center, Columbia SC** **Summer 2012**

- Served as an aide to the Medical Assistant for the Cardiology department and welcomed approximately 50 patients daily by greeting them in person or on the telephone
- Prepared patients for their health care visit by directing them to the examining room
- Protected operations by keeping patient care information confidential

## Activities and Organizations

**Society for Human Resource Management, Winthrop University, Rock Hill, SC** **Fall 2013-Present**

- Raised approximately \$2,000 towards cancer awareness/research for Relay For Life as WUSHRM Director of External Affairs
- Currently serve as Director of Special Projects where I maintain the organization's resume book and job shadow opportunities

**Track and Field, Student Athlete, Winthrop University, Rock Hill, SC** **Fall 2011-Present**

- Set a collegiate personal record as well as a new school record in long jump
- Finished 3<sup>rd</sup> overall in Big South Conference Indoor Track & Field Championships



# Katherine Hibberd

1107 Falcon Lane, York SC 29745

803-487-9233

[Hibberdk2@winthrop.edu](mailto:Hibberdk2@winthrop.edu)

## Education

**Bachelors of Science in Business Administration, Concentration: Human Resource Management**  
Winthrop University, Rock Hill, SC Expected Dec. 2016

## Activities

Vice President of Programming for WUSHRM

## Skills Summary

- Communication
- Excellent Customer Service
- Proficient in Microsoft Office
- Multi-Tasking
- Time Management
- Problem Resolution

## Experience

### Human Resource Co-Op

September 2014-Present

Meritor, Inc. York, SC

- Assist with generalist activities.
- Update job descriptions for all entry level and management positions.
- Validate and verify weekly payroll using KRONOS.
- Prescreen and run background checks for applicants.

### Store Manager

April 2010 – May 2012

Subway Sandwiches

Clover, SC

- Independently managed a team ranging between 6-12 employees.
- Assumed management of a 20 year old store reduced turnover, lowered food cost, increased productivity.
- Prepared sales reports and daily deposits.
- Hired and trained new employees.
- Wrote corrective actions and terminated employees when needed.
- Resolved customer complaints.

### Sandwich Artist, York, SC

July 2008 – 2010

Fort Mill, SC

October 2012-January 2015

- Made sandwiches according to formula and customer preference.
- Focus on customer satisfaction.
- Maintain cleanliness of store.

# CHIZOBA IKWUEME

8003 Andover Creek Drive • Charlotte, NC 28210 • chizobaikwueme@yahoo.com • 336.327.3467

## EDUCATION

**Master of Business Administration: Human Resource Management** Expected, May 2015  
Winthrop University, Rock Hill, SC

GPA: 3.3/4.0

- **Vice President** of Winthrop University's MBA Association (MBAA), Jan 2014 – May 2014
- Member: **Society for Human Resource Management (SHRM)**, Winthrop University Chapter

**Bachelor of Science in Business Administration** 2012  
University of North Carolina, Greensboro, NC

## EXPERIENCE

**Graduate Assistant** 2013 – present

Winthrop University, College of Arts and Sciences, Rock Hill, SC

- Respond to more than 50 phone, email, and walk-in based inquiries per week from students, faculty, staff, and external partners and forward messages to appropriate personnel
- Support Associate Dean, Assistant to the Dean, and professors with mini-projects by computing data into MS Excel spreadsheets after obtaining information using SPSS or internal databases
- Perform basic administrative duties such as filing, data entry, photocopying, scanning, faxing, and drafting official communication

**Human Resource Intern** June – August, 2014  
Lenovo, Morrisville, NC

- Supported the Talent and Acquisition team with the on-boarding process of more than 1,800 IBM employees for a Merger and Acquisition project by ensuring that employees accepted their documents regarding compensation and life and health benefits
- Audited and corrected the HRIS Workday portal to ensure accuracy of start dates and other HR that were crucial to the success of the project while monitoring, tracking and analyzing daily reports using Microsoft Excel
- Received employee recognition from senior management two weeks into project for accurately managing I-9 verification process for US employees while exceeding deadlines and reaching goals sooner than expected
- Made follow up calls and sent emails to executives and new employees using Microsoft Outlook regarding paperwork needed to complete the employee onboarding process

**Loan Servicing Specialist** May – August, 2013  
Wells Fargo, Fort Mill, SC

- Managed electronic mailboxes for reverse mortgage clients by sending various legal and financial documents to appropriate loan processor
- Reviewed incoming legal documentation in order to process loans for approval by entering data in reverse mortgage system portal, corresponding with appropriate department personnel, and archiving emails for back-up purposes

## ADDITIONAL

- **Additional Employment:**
  - *Customer Service Representative*, Wells Fargo, Charlotte, NC; January – April, 2013
  - *Account Manager*, Customer Builders, Charlotte, NC; 2012 – 2013
  - *Human Resource Intern*, Select Staffing, Greensboro, NC; 2011 – 2012
  - *Facilitator*, UNCG Office of Leadership and Service Learning, 2011 - 2012
  - *Audit Intern*, Pannell Kerr Forster, Jos, Plateau, Nigeria, July – August, 2010
- **Technical Skills:** Workday HRIS System, SPSS, VanillaSoft (CRM software), Banner, Google analytics, Search engine optimization, Social media marketing, Microsoft Office Suite (Word, PowerPoint, Excel, Outlook, Access)

