

**ANNA GONZALEZ**

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**HUMAN RESOURCES MANAGEMENT PROFESSIONAL**

High-achieving contributor with a 100% commitment to excellence, the drive to succeed, and the ability to consistently reach beyond traditional boundaries to achieve true potential.

CURRENTLY PURSUING A HUMAN RESOURCE MANAGEMENT CERTIFICATE AND SENIOR PROFESSIONAL IN HUMAN RESOURCES DESIGNATION - ON TRACK TO COMPLETE BOTH IN DECEMBER 2018.

Performance-driven professional poised to apply practical experience and scholarly accomplishment to transition into a role in human resource administration and support. Practiced in administering priority human resource projects and supporting wellness, recognition, uniforms, training, anniversary rewards, drug testing, and learning and development programs. Well-versed in the areas of business best practices, labor laws, communications, and emerging HR trends. Bilingual, fluent in English and Spanish.

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**CORE COMPETENCIES**

Human Resources, Training & Development, Talent Acquisition, Performance Management, Human Resource Law, Health & Safety Management, HRMS Data Administration, Employee Self-Service, Employee Onboarding, Budget Administration, Confidential Personnel File Management, Personnel Statistics Compilation/Reporting

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**EDUCATION & CREDENTIALS**

HR MANAGEMENT INSTITUTE In Progress  
**Senior Professional in Human Resources**

COLUMBIA UNIVERSITY, New York, NY In Progress  
**Human Resource Management Certificate**

QUEENS COLLEGE, New York, NY  
**Bachelor of Science in Business Administration**

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**CAREER EXPERIENCE & ACCOMPLISHMENTS**

A&C Management Group, New York, NY 2011-2016  
**Human Resources Manager (2013-2016)**

HR PROCESS COORDINATION, PROGRAM ADMINISTRATION,  
REPORTING/PERSONNEL STATISTICS COMPILATION, EMPLOYEE ONBOARDING

Administered human resource programs, including wellness, recognition, uniforms, training anniversary rewards, and drug testing for 200+ employees. Maintained the integrity of confidential HRMS information and personnel files. Coordinated human resource processes as a key partner to the Human Resource Center.

- Supported data-driven decision making by compiling personnel information and key performance indicators, including demographics, turnover, and attendance.
- Emphasized the impact of employees on the success of the organization while onboarding new hires. Ensured new staff understood departmental processes and procedures.
- Demonstrated a wide range of skills in supporting the Employee Self-Service program. Increased efficiency by providing staff with required technical information.
- Administered learning and development programs in collaboration with human resource and store management teams, which included coordinating course scheduling, registering attendees, tracking attendance, preparing course materials, setting up classes, and facilitating several classes.

### **Customer Relations Specialist (2011-2013)**

CUSTOMER SERVICE, TEAM COLLABORATION, TROUBLESHOOTING,  
PRODUCT KNOWLEDGE, VENDOR RELATIONS

Employed strong customer service skills to successfully resolve post-sale customer issues, while adhering to A&C's key performance indicators. Proactively reviewed cases and earned customer loyalty by exceeding expectations. Entrusted to serve as a key facilitator across multiple operational departments, including full-serve, self-serve, home delivery, shipping/receiving, and quality control.

- Earned distinction for high-level abilities; sought out by co-workers to assist in complex situations.
- Demonstrated a stop-at-nothing approach, resulting in an "Employee of the Month" award in 2012.

ALL-STAR COMMUNICATIONS, Brooklyn, NY 2008-2009

### **Bilingual Customer Service Coordinator**

BILLING, CUSTOMER SERVICE, TROUBLESHOOTING, TECHNICAL SUPPORT,  
PRODUCT PROMOTION, PRODUCT KNOWLEDGE

Skillfully managed multiple call queues, which included service inquiries, product questions, billing questions, and account usage. Applied fluency in Spanish and English to answer inbound service calls, address business issues, and discuss current promotions. Provided technical support to help troubleshoot mobile devices and operating system settings, playing a key role in decreasing operating costs associated with escalating calls to technical departments.

- Consistently resolved tense customer escalations that required flexibility in responses, extensive research, and empathy.
- Proactively provided customers with extensive product and service information to maximize revenue opportunities.

ABC INSURANCE, Brooklyn, NY 2007-2008

### **Administrative Assistant**

OFFICE OPERATIONS, TIME MANAGEMENT SKILLS, TRANSLATION SERVICES

Prioritized conflicting projects and consistently met challenging operational deadlines at this high-profile civil litigation firm. Skillfully managed office operations and engaged in a wide range of administrative functions.

Responded to inbound leads, scheduled appointments, and arranged conferences to address client claims and concerns.

- Ensured success while interacting with a portfolio of top clients, including global multinational corporations.
- Maintained accurate records, and composed claim-related letters, ledgers, documents, and client case forms.
- Applied expertise to provide English/Spanish document translation services.

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#### **TECHNICAL EXPERTISE**

Kronos; Microsoft Office: Word, Excel, Access, PowerPoint, Outlook;  
Microsoft Windows: 2000, XP, 7; Apple Mac

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#### **PROFESSIONAL AFFILIATIONS**

Member, HR Management Institute

Member, HR Professionals of America

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#### **COMMUNITY & VOLUNTEER SERVICES**

Volunteer, Queens Hospital

2016-Present

Use HR Management expertise to recruit and train volunteers in program delivery and leadership.

Manage special projects and coordinate numerous activities for staff and volunteers.