

Shuntele D. Carroll
Las Vegas NV. 89145
Evening Phone: 501-690-0655
Day Phone: 501-690-0655
Email: shuntele.carroll@gmail.com

- *Military Spouse Derived Preference (XP) eligibility**
- *Military Spouse special appointing authority eligibility under Executive Order 13473**
- *Top Secret Clearance Eligibility Adjudication**

Professional Experience:

Staffing Human Resources Specialist 07/18/2022-Present
Executive Office of the President (EOP)/Office of Administration
C2 Technologies, Inc.
Washington D.C. 20500 (Remote)
Supervisor: Tracie Carter (571) 233-4342
Hours per week: 40

Duties, Accomplishments and Related Skills:

- Effectively manage EOP's largest component's (Office of Management and Budget) (+700 employees) Requests for Personnel Actions (RPAs) and various employee inquiries consisting of federal benefit coverages, federal pay, time and attendance, leave accrual, etc.
- Manage time effectively to ensure all assignments and projects are completed on or before the deadline date, while prioritizing several competing assignments creating organized platforms to stay organized to complete assignments timely
- Reduced a significant backlog of OMB's RPAs pending from year 2021 within 3 months of being assigned to manage all component requests
- Facilitate the timely execution of staffing and recruitment actions when processing requests for personnel actions (RPA)
- Develop and implement an internal tracking spreadsheet to ensure requests are documented and completed; Director of Talent Acquisition advised spreadsheet to be uploaded onto EOP's SharePoint to be utilized by all respective human resources personnel
- Review team member RPAs for accuracy and process personnel actions ensuring all nature of actions, legal authorities, remarks, and flex fields have been properly completed and approvals have been obtained
- Review, evaluate, and update various report types, including, excel spreadsheets encompassing submitted information from EOP's employees and stakeholders
- Resolve various discrepancies to include but not limited to pay, salary, within-grade increases, service computation dates, retirement determinations, veteran's preferences, and incorrect data processed on the Standard Form 50 through routine quality assurance reviews
- Suggest recommendations and process improvements to leadership, to assist with efficient workflow to meet established timeline metrics
- Review requests for personnel actions (RPAs) to determine applicable nature of action codes and legal authorities, including Executive Resources personnel (SES career and non-career appointees),

Senior Level (SL) appointments, Schedule C political appointees, merit promotions, direct-hire authorities, Schedule A, non-competitive, and other authorized hiring paths, and appointment types

- Perform daily research and analysis methods to interpret and apply federal regulatory laws and rules, developing written and oral resolution responses regarding corrective matters related to audit findings and presenting final actions to leadership, customers, and stakeholders;

via bi-weekly Zoom/Webex virtual meetings

- Provide information to customers in relation to various personnel matters and explain rules, regulations, and policies to obtain and support responses

- Create and process routine and complex RPAs related to appointments, promotions, extensions, reassignments, pay adjustments, etc.

- Provide office automation support and assistance

- Conduct E-verify citizenship verifications and manage cases until closed

- Ensure supervisor is routinely informed of assignment progress and any matters that may require leadership's attention

- Provide collaborative initiatives to assist team members with actions, projects, and reports, as needed

- Gather, review, consolidate and prepare required paperwork associated with a variety of personnel and Human Resources actions. Secure necessary information and resolve discrepancies on actions with organizational contacts

- Provide advice, training and assistance on accurate completion and processing of standard government forms; including SF-50's, SF-52's, and SF-127's

- Maintain administrative and functional files

- Assisted senior leadership with reviewing and managing Public Student Loan Forgiveness (PSLF) application submissions for accuracy and completeness, in accordance with federal laws, recordkeeping and regulatory compliances

- Selected by senior leadership to manage an internal agency ticketing system to assist with requests for personnel action assignments and designate requests to respective Human Resources personnel

- Coordinate with officials to resolve discrepancies and request additional information when needed and ensure adequacy, regulatory compliance, and adherence to local policy and guidance

- Initiate eOPF transfers and requests within the established regulatory guidelines

- Assist with facilitating onboarding processes for new employees to the agency. Advance new hires through the onboarding process by creating records in DCPDS (Defense Civilian Personnel Data System) and coding actions, for processing

Human Resources Specialist (Recruitment and Placement)

01/16/2022 – 07/25/2022

U.S. Department of Defense

Defense Logistics Agency (DLA)

Whitehall, OH 43213 (Hybrid)

Supervisor: Gregory Pierson (614) 692-1800

Hours per week: 40

Duties, Accomplishments and Related Skills:

- Provide a range of human resources (HR) recruitment and placement services to Defense Commissary Agency customers around the world, to include full-cycle recruitment; gathering applicable information from data research to construct valid decisions when conducting job analysis to draft and post job opportunity announcements onto USA Jobs website, coordinating and concurring effective start dates with both losing and gaining agencies, retrieving and/or sending

Standard Forms for new hire and transfer employees to the applicable agency while applying federal regulations and agency guidelines to protect Personally Identifiable Information (PII), rating, ranking, prepare certificate of eligibles, and gathering data to interpret federal laws and regulations to make sound, definitive decisions when qualifying applicants and adjudicating various eligibilities and hiring authorities, in accordance to various federal eligibility standards and established agency rules and regulations; such as Priority Placement Program (PPP), Interagency Career Transition Assistance Plan (ICTAP), Career Transition Assistance Plan (CTAP), Veterans Employment Opportunity Act (VEOA), and additional eligibility criteria, issuing certificates to hiring managers, extending tentative and firm job offers, in accordance to established federal rules and regulations

- Apply Federal human resources management regulations and policies to interpret, plan, evaluate and report on Federal HR policies, regulations, principles, and practices of assigned specializations and standardized analytical and evaluative methods and techniques, to administer merit program requirements
- Apply specific rules, regulations, or procedures to independently complete assignments in conformance with established practices and prescribed procedures using several guidelines directly applicable to the assignment, to include building applicant positions and building positions within Defense Civilian Personnel Data System (DCPDS), building case files within USA Staffing and applying Office of Personnel Management's (OPM) rules and regulations to complete assignments, gain additional knowledge to accurately process Requests for Personnel Actions (RPAs) using the Guide to Processing Personnel Actions (GPPA), General Schedule and Federal Wage pay tables, specialized experience qualifications, and additional agency specific actions
- Manage time to ensure all assignments are completed within or before the established timeline and guidance of OPM's Time to Hire metrics and specific agency Memorandum of Agreement (MOA)
- Initiate and manage applicant status and metrics utilizing various electronic Applicant Tracking Systems, such as Time to Fill (TTFL), DCPDS, USA Staffing, electronic Official Personnel Folders (eOPF), Automated Stopper and Referral System (ASARS), interpret HR policies and regulations to assure applicable systems are operating within compliance
- Complete all assigned training and courses before the set deadline
- Ensure team lead and supervisor are kept abreast of scheduled training
- Take initiative to assist team members with additional assignments
- Proactively complete individual assignments and unassigned tasks
- Granted Delegation of Authority autonomy, to approve various Requests for Personnel Actions (RPAs) within the first week of Entrance on Duty (EOD)

Student Trainee/Volunteer/HR and Onboarding Assistant

11/20/2020- 01/15/2022

U.S. Department of Homeland Security

Cybersecurity and Infrastructure Security Agency

Office of the Chief Human Capital Officer (OCHCO)

Arlington, VA 20528 United States (Remote)

Supervisor: Amanda Martens (202) 510-8361

Supervisor: Jaurin Joseph (202) 348-3704

Hours per week: 40

Duties, Accomplishments and Related Skills:

- Actively participated in outreach recruitment initiatives, to include attending technical and nontechnical hiring events and volunteering to support team members with after-hours hiring events; targeting veterans, students, and professional job seeking candidates, screened resumes and

reviewed job descriptions to source and place candidates within the applicable job categories, provided prompt and accurate responses to candidates regarding resume requirements, position details, organization missions, and various position related inquiries

- Applied Federal regulations and policies to interpret, plan, evaluate and report on Federal HR policies, regulations, principles, and practices of assigned specializations and standardized analytical and evaluative methods and techniques, to administer CISA's Student Programs
- Conducted extensive research to provide best practices of external competitive internship programs (WayUp's Top 100 Internship)
- Led a three-month research project, culminating with the submission of CISA's Student Programs' application, to participate in WayUp's Top 100 Internship nomination
- Presented Project Plan Review (PPR) of Top 100 Intern best practices to OCHCO leadership
- Operated Microsoft Teams virtual platform slide decks during bi-weekly new hire orientations and closely monitored chat engagements to promptly address questions and/or functionality issues to ensure successful virtual interactions and experiences
- Contributed to the current onboarding initiatives to enhance employee experiences, including assisting the Onboarding Program Manager with reviewing survey feedback to identify areas of improvement, integrating the use of Microsoft Office Teams platform to perform bi-weekly virtual onboarding orientations to improve employee engagement, send touchpoint emails and provide employees with continuous feedback at the 1 week and 1-12-month onboarding check-in touchpoints, with a less than 24-hour response timeline
- Provided substantial input to talking points and relevant information to display on the Microsoft Office PowerPoint slide deck, to perform onboarding learning sessions
- Authored an FY22 veteran and military spouse program initiative, which identified the respective personnel's branch, affiliation, and years of service to enhance the pre-onboarding experience for service members and their families, including making phone calls to welcome them to the agency
- Assisted with the delivery of orientation and other new hire requirements, coordinating, and assisting with activities to secure orientation briefers and ensure all new hires are informed of onboarding logistics and administrative items to make certain the delivery of a top-notch experience for all new hires, including disseminating corresponding welcome letters which provide employees with best practices within a virtual environment, what to expect during orientation, and relevant contact information
- Maintained an accurate electronic record-keeping system using electronic Applicant Tracking Systems (ATS) to capture employee status, verification of 1st and 2nd day orientation attendance, applicable onboarding and security documentation, and other associated tracking metrics
- In accordance with federal regulations and agency staffing processes and timelines, complete actions to onboard, manage, track, and maintain accurate program metrics, offboard student interns, to include preparing onboarding casefiles, extending offers, validating continued program eligibility, and ensuring student interns are out-processed at the end of their internship.
- Contributed to the recruitment of prospective student interns and federal hires, during several virtual hiring events and social media presence
- Briefed and notify applicable supervisors and leadership with selectee status updates, including notifications of tentative job offers, respective security clearances, firm job offers, established start dates, and additional onboarding actions
- Subject Matter Expert (SME) of CISA's Volunteer Student Internship program
- Disseminated required Volunteer Student Intern (VSI) onboarding documents, for approval, to OCHCO leadership
- Provided guidance and next steps within the onboarding process for Volunteer Student Interns
- Routinely created federal new hire records for VSIs within USA Staffing database

- Collected, verified, and accepted required onboarding documents through USA Staffing Human Resources Management System
- Proficient with the operations and functions of EmpowHR database
- Independently drafted and distribute 20+ VSI Tentative Service Letters and Final Service Letters
- Maintained electronic tracking spreadsheets for data analysis of VSIs onboarding actions
- Composed and distributed 15+ internship conversion emails to respective managers
- Managed the academic enrollment verification process for 20+ active interns
- Uploaded resumes, via the agency's Resume Database, to assist with recruitment, metrics, and hiring initiatives
- Assisted with the tracking of resumes in support of the Department of Homeland Security Cyber Honors Program
- Familiar with processing federal personnel actions, including the familiarity of using The Guide to Processing Personnel Actions, to code applicable Standard Form 52 (SF-52)
- Introduced to the fundamental operations of classifying resumes, to identify applicable OPM General Schedule specialized experiences
- Assisted with the management, processing actions, and tracking of Student Program candidates, as they relate to; CyberCorp Scholarship for Service Program (SFS), Cyber Talent Initiative (CTI), and Pathway's internships; including Presidential Management Fellows Program (PMF)
- Assisted with the management of Student Programs Career group email box, which consists of responding to customer and stakeholder inquires, in a timely and mission focused manner, to enhance customer service experiences
- Participated in organizational meetings and continuous agency related training, to enhance knowledge, skills, and abilities, of agency mission
- Performed Student Program Manager duties and responsibilities, such as recruitment initiatives, maintaining accurate program Applicant Tracking Systems (ATS) to capture metrics, updating leadership on current and forecasted program projects
- Contributed to creating a hiring manager quick reference guide that included frequently asked questions and answers to assist with the management of their respective student intern throughout the beginning and ending phases of the internship
- Supported the Acting Student Program Manager with duties associated with agency recruitment initiatives, including publishing Vision Articles, participating in hiring events, and composing Power Point slide decks for Brown Bag and Webinar sessions
- Lauded and entrusted by the Associate Chief, Talent Management (CISA) for taking the lead on two mission critical projects
- Worked with Talent Management team and served as a direct contributor to the development, maintenance, and updating of CISA's Talent Management internal SharePoint webpages, providing feedback to foster improvements to enhance user friendliness, functionality, and visual design
- Shared in lunch and learn sessions, focused on CISA's Student Programs and initiatives
- A primary user with responsibilities of managing and updating CISA's hiring and recruiting events into the Strategic Marketing Outreach & Recruitment Engagement (SMORE) database
- Working knowledge of operating various Human Resources Information Systems (HRIS), to include Personnel Action Requests (PARS), Table of Organization (TO), and Applicant Tracker to research processing actions and applicable hiring metrics
- Familiar with accessing the Electronic Official Personnel Folder (eOPF) database to research and retrieve applicable data, in accordance with agency standards and regulations
- Experience in researching the Code of Federal Regulations (CFR) to gather applicable information pertaining to regulated federal hiring practices and Standard Operating Procedures (SOP)
- Routinely researched the Office of Personnel Management (OPM) website to obtain rules and

regulations pertaining to applicable federal hiring and operating practices

- Monitored and tracked students' security background checks via Personnel Security Database and the Information Security Management System (ISMS)
- Volunteered and served as a 2021 Combined Federal Campaign (CFC) Keyworker within the Office of the Chief Human Capital Officer division
- Introduced to Human Capital's Strategic Marketing Outreach & Recruitment Engagement (SMORE) database, to become familiar with updating events and analyzing data supporting the development of future student recruitment activities
- Assisted with Scholarship for Service Program (SFS), Pathways, including Presidential Management Fellows Program (PMF), Cyber Talent Initiative (CTI) student program events to initiate hiring actions and record status, using various electronic tracking systems
- Assisted with marketing for upcoming announcements and events i.e., newsletter articles, agency social media, and OCHCO communications
- Assisted with the management of Talent Management group email box
- Supported the Student Program Manager with duties associated with agency student recruitment Initiatives

Corporate Program Manager

08/2/2014 - 11/30/2018

Securitas Security Services

Little Rock, AR 72201 United States

Supervisor: Leslie Osborne (501) 221-1011

Hours per week: 50

Duties, Accomplishments and Related Skills:

- Effectively managed a 25-person security service team providing services to Verizon Wireless Regional Corporate Headquarters and various locations throughout the U.S. to include client service and problem resolution, service enhancement and expansion, new business development, system operational effectiveness, creating vacancy announcements utilizing internal human talent acquisition systems and posting vacancies on social media platforms. Established and built relationships with new businesses to enhance recruiting efforts. Performed all new hire onboarding and offboarding initiatives
- Independently managed (2) internal information systems to include developing audit and metric reports, ensured the systems operated and functioned within applicable Standard Operating Procedures, managed service tickets, and composed error reports to capture metrics and report out to and brief leadership. Managed the service contract to ensure equipment operated within compliance
- Provided training via live demonstrations to staff, corporate senior-level executives, and stakeholders regarding system functionality, system updates, and best practices related to system operations
- Implemented and managed mission-aligned projects to support customer and stakeholder efficiency
- Performed duties as the Human Resources Manager and Human Capital liaison which included Corporate Senior-Level Executive recruitment, posting job opportunity announcements, reviewing resumes and applications to source qualified candidates to applicable job vacancies. Conducted initial and sequential interviews, coordinated panel interviews, in accordance with state and federal regulatory hiring practices. Provided responses to inquiries and questions from applicants and hiring officials, relating to application and recruitment status updates
- Managed company human capital policies, fostering an engaging environment, to aid in the

development of team members, while establishing and maintaining effective and continuous working relationships with customers and applicable point of contacts, to include providing change management recommendations

- Gathered data, and used credible research techniques to make sound and definitive decisions to interpret Federal and State laws, regulations, and policies while drafting and composing agency Standard Operating Procedures (SOPs) and administering program specifications. Instrumental in gathering feedback, while working with team members to influence functionality and visibility improvements of related HR Information Systems and employee training and development.
- Implemented and trained employees on new system policies and regulations, capturing metrics to report system efficiencies and successes. Gathered pertinent information to analyze and investigate cases involving a variety of workplace complaints and injuries. Proactively collaborated with corporate security and corporate HR investigators to plan, conduct and resolve cases utilizing various investigative methodologies and techniques to develop and conclude applicable cases with SOPs and analyzed user reported issues/concerns were escalated via appropriate priority levels.
- Managed payroll/compensation and benefits elections with exceptional attention to detail for site employees, providing guidance on workplace compensatory packages, such as employee assistance program, group life insurance, medical, dental and retirement programs and options
- Oversaw staff timekeeping entries through Human Resources Management payroll software
- Ensured a consistent delivery of HR training and development services were established to successfully meet the requirements of internal and external stakeholders
- Displayed impeccable interpersonal skills and confidentiality, while serving as employees first point of contact for all questions and concerns
- Created and maintained electronic Applicant tracking spreadsheets to record employee training, performance reviews and equipment inventory, documented the performance of personnel within the organization, using established performance appraisal
- Conducted proactive client specific assessments and surveys along with program evaluations and research to ensure company policy, program administration, and regulatory compliance, while exhibiting the ability to conduct research and apply Federal and State laws, regulations, and guidelines
- Experienced in developing and consolidating reports to present recommendations to upper-level management and supervisors in areas, such as SOPs, and training reports. Provided technical advice and counseling to management and supervisors to report issues with workforce-related conduct, behaviors, and performance. Developed strategies to act in response to employee-related issues and concerns while ensuring stringent adherence to all contractual and regulatory timeframes.
- Researched and applied workforce planning/analysis using basic Human Resources Management concepts, principles, laws, regulations, and practices demonstrating the ability to understand, analyze and interpret written technical materials such as laws, regulations, standards, legal decisions
- Conducted monthly audits to identify and analyze potential problem areas related to staff safety, strength and weaknesses utilizing the Strengths, Weaknesses, Opportunities and Threats (SWOT) strategic analysis technique while drawing conclusions and outlining next steps for possible improvement
- Exhibited self-management, initiative, and flexibility through the answering of after-hours and weekend calls for assistance from evening and night shift employees
- Influenced and facilitated a work environment that encouraged and rewarded teamwork
- Created training environment for employees that was conducive to teamwork and continuous learning
- Applied stress management techniques in a fast paced ever changing agency environment

- Established team goals and team member performance criteria to improve efficiency and effectiveness of evaluations and auditing, while determining the accuracy and relevance of information
- Developed written reports and conducted briefings on sensitive accountability audit findings addressed to higher-level executives and human resources personnel in addition to composing documents or correspondence involving routine and/or non-technical information
- Interpreted new agency authoritative policies and regulations to communicate with staff employees
- Alerted management of new innovative time-keeping processes to promote reporting and budgeting system improvements, streamlining a written process into an electronic time-keeping system
- Facilitated tasks within integrated and self-managed work teams which included members from outside organizations and sections with the focus of job enrichment
- Led and participated in special projects including cross-functional teams while setting well-defined and realistic personal and team goals
- Assisted in the administration of contract budgeting to ensure maximum production through targeted workforce acquisition, management, and company-wide optimization, utilizing financial tracking systems to review expenditure tasks and reports
- Developed location and site-specific training manuals and emergency procedures for employees
- Experienced with Human Resources Information Systems to include People Soft, recommending new policies as well as creating outstanding actions reports, for management review
- Accountable as the key point of contact for the delivery of high-quality services along with providing status updates to high-level agency executives through both written and verbal communication
- Proactively initiated corrective actions as required by employee audit results
- Provided training to new employees on site-specific responsibilities
- Maintained the confidentiality of all sensitive employee and agency information
- Composed and updated agency job descriptions to ensure optimal workforce acquisition
- Continually assessed the performance of employees while recommending re-training/performance enhancement or replacement of personnel as necessary
- Served as Subject Matter Expert for agency Standard Operating Procedures (SOP) and Emergency Operations Procedures (EOP)

Security Account Manager

06/2/2007 - 08/2/2014

G4S Secure Solutions

North Little Rock, AR 72114 United States

Supervisor: Glenn Ivy (501) 515-1987

Hours per week: 45

Duties, Accomplishments and Related Skills:

- Managed and led a 25-person security service team providing services to Alltel Wireless Regional Corporate Headquarters and various locations throughout the U.S. to include client service and problem resolution, workflow, service enhancement and expansion, new business development, operational effectiveness, preparation of standard operating procedures, staffing, scheduling, supervision, new hire on-boarding, offboarding and training
- Identified employment opportunity barriers within company recruitment initiatives and implemented Diversity and Inclusion applicant sourcing, through various program outreach strategies by developing impactful relationships within underserved communities and establishments

- Conducted extensive research and analysis to gather applicable data to quantify demographics, draft reports and complete complex assignments related to implementing Equal Employment Opportunities, with special emphasis on Affirmative Employment and Diverse programs, to present and brief senior-level leadership, human resources, and human capital representatives to aid and promote improvements within recruitment, hiring, performance management, retention, and leadership development
- Performed duties as the site Human Resources/Human Capital liaison which included recruitment, employee training and development; employee relations, investigating employee related complaints and applying prompt and effective resolutions, scheduling initial and sequential interviews, interviewing potential candidates, development and monitoring of human capital policies ensuring punctuality and skills development of team members, managed payroll and benefits elections with exceptional attention to detail for site employees, and documented the performance of personnel within the organization using established performance appraisals
- Managed (2) mission-oriented internal information systems, Computer Coordinated Universal Retrieval Entry (CCURE) and Information Retrieval (IR) that functioned as the primary electronic metric reporting system to develop applicable action reports, sort and rank documents based on queries, analyze user productivity and effectiveness, and other tasks. Analyzed data to recommend process improvements, while working within a team to improve the system's functionality, accessibilities, and webpage appearance and design
- Utilized the U.S. Department of Labor's O*Net Online (Occupational Information Network) database providing job analysis for creating job descriptions and specifications to ensure optimal workforce acquisition
- Demonstrated ability to understand and interpret written technical materials such as federal laws, regulations, instructions, reports, charts, or tables when determining an employee's qualifications for the Family and Medical Leave Act (FMLA), Equal Employment Opportunity claims, as well as federal laws which afford protections to employees who submit workplace claims
- Oversaw staff timekeeping entries through Human Resources Management payroll software
- Displayed impeccable interpersonal skills and confidentiality, while serving as employee's first point of contact for all questions and concerns
- Developed successful relationships with local staffing agencies and academic institutions to foster timely recruitment initiatives and identify qualified, diverse candidates
- Employed strong interpersonal and empathetic skills to influence cultural enhancements, within a diverse workforce, fostering individual professional development opportunities
- Compiled and extracted data, using electronic Applicant Tracking Systems (ATS) and databases, to perform client specific assessments and surveys along with program evaluations and research to ensure company policy and regulation compliance
- Compiled and extracted data, using electronic Applicant Tracking Systems (ATS), to perform monthly audits and reports, to identify and analyze potential risks related to employee and organization's safety, strengths and weaknesses utilizing the Strengths, Weaknesses, Opportunities and Threats (SWOT) strategic analysis technique
- Exhibited self-management and flexibility through the answering of after-hours and weekend calls for assistance from evening and night shift employees
- Influenced and facilitated a work environment that encouraged and rewarded teamwork
- Created an engaging training environment for employees that was conducive to teamwork and continuous learning
- Applied stress management techniques in a fast paced ever changing agency environment
- Established team goals and team member performance criteria to improve efficiency and effectiveness of evaluation and auditing

- Developed written reports and conducted briefings on sensitive accountability audit findings addressed to higher-level executives and client human resources personnel
- Provided timely responses to routine questions pertaining to employee procedures and policy matters
- Briefed management and senior level management on account deliverables and advised management and senior management on potential risks, relating to applicable deliverables
- Interpreted new agency authoritative policies to communicate with staff employees
- Facilitated tasks within integrated and self-managed work teams which included members from outside organizations and sections with the focus of job enrichment
- Led and participated in special projects including cross-functional teams
- Assisted in the administration of contract budgeting to ensure maximum production through targeted workforce acquisition, management, and company-wide optimization
- Developed location and site-specific training manuals and emergency procedures for employees
- Authorized expenditures with the upmost integrity including uniforms, training, equipment, and supplies
- Accountable as the key point of contact for the delivery of high-quality services along with providing status updates to high-level agency executives through both written and verbal communication
- Proactively initiated corrective actions as required by employee audit results
- Provided training to new employees on site-specific responsibilities
- Maintained the confidentiality of all sensitive employee and agency information
- Continually assessed the performance of employees while recommending re-training/performance enhancement or replacement of personnel as necessary
- Served as Subject Matter Expert for agency Standard Operating Procedures (SOP) and Emergency Operations Procedures (EOP)
- Facilitated weekend/after-hours employee training and development for weekend and evening shift employees
- Experienced with researching, interpreting, and applying federal and state human resources management rules, regulations, and policies, applicable to the agency human resources standards
- Advised upper-level management officials on agency specific areas such as recruitment and staffing, payroll operations, performance management, employee relations, labor relations, and benefits

Team Lead/Interim Account Manager

02/06/2004-06/02/2007

Securitas Security Services

Little Rock, AR. 72201 United States

Supervisor: Leslie Osborne (501) 221-1011

Hours per week: 40

Duties, Accomplishments and Related Skills:

- Evaluated service quality, analyze operational indicators, and initiate any necessary communication and or corrective action in a timely manner. Provided leadership for a provision of routine and non-routine security officer functions using established policies and procedures. Responsible for directly supervising approximately 20+ level one and two security officers and ensured all workstations were sufficiently staffed, as required by billable contract metrics. Maintained a positive, professional environment and ensured that staff members understood and complied with applicable laws, regulations, policies, and procedures. Built and facilitated teamwork, partnership, and the

implementation of progressive change. Provided input to company initiatives as required and promptly assisted in the resolution of legal, financial, human resources, and administrative issues. Screened vendors and contractors before granting access to restricted areas within the building.

- Supervised the delivery of high-quality services derived from the security services contract between Corporate and Contract Services. Evaluated service quality, analyzed operational indicators, and initiated any necessary communication and/or corrective action in a timely manner. Provided leadership for a provision of routine and non-routine security officer functions using established policies and procedures. Provided guidance in a professional and personal context. Ensured all staff members understood and complied with applicable laws, regulations, policies, and procedures. Provided input to company initiatives as required and promptly assisted in the resolution of legal, financial, Human Resources, and administrative issues. Built and facilitated work teams and partnerships. Created and maintained electronic Applicant tracking spreadsheets to record employee training, performance reviews and equipment inventory, documented the performance of personnel within the organization, using established performance appraisal

Education:

American Military University (AMU) – West Virginia, VA United States

GPA: 4.0

Degree: Master of Arts

Major: Human Resources Management

Anticipated Graduation: 08.2023

Honors: President's List

University of Arkansas at Little Rock (UALR)- Little Rock, AR United States

GPA: 4.0 of a maximum 4.0

Degree: Bachelor of Arts, 2021

Major: Interdisciplinary Studies (Human Resources Management, Sociology, and Psychology)

Honors: Honor graduate-Cum Laude, UALR Chancellor's List, UALR Dean's List, UALR School of Business Ambassador (2020-2022)

Relevant Coursework, Licenses and Certifications:

- Human Resource Management
- Organizational Behavior
- Workforce Planning
- Human Resource Analytics
- Interviewing
- Principles of Management
- Psychology & Human Experience
- Introduction to Communication
- Compensation and Management

- Compensation and Benefits
- Strategic Human Resource Management Practices
- Employment Law and Labor Relations

Job Related Training:

- DCPDS 101 Certification (April 2022)
- E-Verify Certification (2021&2023)
- Drupal training (October 2021)
- SHRM Veterans at Work Certification (October 2021)
- USA Staffing training module course completions (Assessment Questionnaire Development, Request, Announcement, Applicant, Assessment, New Hire, Referral, Vacancy) 2021
- Processing Federal Personnel Actions (July 2021 & January 2022)
- Diversity and Inclusion Training (April 2021)
- Performance Management and Appraisal Certification (Feb 2021)
- Telework Training (June 2021)
- U.S. Office of Personnel Management USA Staffing On-line Training (Dec 2020)
- Department of Homeland Security (DHS) Privacy at DHS: Protecting Personal Information (Dec 2020)
- Department of Homeland Security (DHS) Insider Treat Training (Dec 2020)
- Department of Homeland Security (DHS) Records Management for Everyone (Dec 2020)
- Sensitive Property Training (Dec 2020)
- Cybersecurity Awareness Training (Dec 2020)
- Preventing and Addressing Workplace Harassment (Dec 2020)
- Human Resource Management Course (July 2020)
- Human Resource Analytics Course (Aug 2020)
- Title IX Rights and Protections Training (August 2019)
- Title IX - Policy for Sex and Gender Based Discrimination, Harassment, and Misconduct Complaints and Complaint Retaliation certification (August 2019)
- Reviewing performance objectives and fixing performance problems certification (April 2014)
- Recruitment and retention of quality personnel training certification (April 2014)

- Business ethics and compliance certification (April 2014)
- Professional communication certification (April 2009)
- Valuing diversity and avoiding sexual harassment certification (April 2009)
- Conflict management certification (April 2009)
- Time and task management certification (2009)
- Cultural diversity training (2009)
- Human, public, and media relations certification (2009)

Professional Publications:

- Arkansas Democrat Gazette "Women in Business" (2008)
- <https://ualr.meritpages.com/stories/Shuntele-Carroll-helps-UA-Little-Rock-Human-Resource-Society-Earn-Merit-Award/61881443>

Affiliations:

- National Society of Collegiate Scholars (NSCS) - Certified Association of College Honor Societies
- National Human Resources Association (NHRA) - Member
- International Society for Human Resource Management (SHRM) – Member- University of Arkansas at Little Rock Human Resources Society - Member
- Central Arkansas Human Resource Association (CAHRA)-Member
- Military and Veteran Caregiver Network – Member

Additional Information:

- Proficient with various Human Resources Information Systems (HRIS); People Soft, PARS, DCPDS, ASARS, TTF, eOPF, USA Staffing, USA Performance, LMS, EAGLE, EmpowHR,
- Microsoft Office Software Proficient
- Proactive Customer Service skills
- Developed training manuals and emergency Procedures
- Team player and fast learner
- Strong interpersonal and diversity-professional skills
- Excellent verbal and written communication skills