

ADELINE TORRES

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PROFESSIONAL SUMMARY

Well-qualified bilingual collaborative leader dedicated to partnering with coworkers to promote an engaged, empowering work culture. Well-qualified Human Resource Professional with proven success in improving operations and solving problems. Highly proficient in building lasting relationships with key decision-makers, customers, and team members to further company goals. Ready to leverage training and experience to take on new professional challenges.

SKILLS

- Facilitator
- Decision-Making
- Flexible and Adaptable
- Coaching and Development
- Quality Assurance
- Equal Employment Opportunity (EEO)
- Telemarketing -Sales-Customer Service
- Recruiting
- Training Needs Analysis
- People Soft
- PC skills -MS Office suite Workday
- Hiring and Firing

WORK HISTORY

Human Resources Manager

IkDelino Healthcare Staffing - New York, New York

05/2022 - Current

- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
- Maintained company compliance with local, state, and federal laws, in addition to established organizational standards.
- Communicated with 20-25 potential hires to provide clarity on expected tasks, compensation, and policies.
- Motivated 20- 25 employees monthly through special events, incentive programs, and constructive feedback.
- Coordinated with senior leadership and handled managerial needs by implementing fresh solutions into business strategies

Home Health Care Provider

CDPAC

07/2017 - Current

- Administered medication as directed by physician two times daily.
- Encouraged patient to participate in safe physical activity to help boost mood and improve overall wellness.
- Kept supervision behavior and emotional responses of client to address concerns and protect them from harm.
- Followed nutritional plans to prepare optimal meals three times daily
- Developed rapport to create a safe and trusting environment for care

Inbound Sales Supervisor

Altice USA, Former Cablevision Systems Of Norwalk, Ct

10/2001 - 12/2019

- Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness.
- Held staff accountable to revenue goals, objectives, KPIs, and other metrics.
- Motivated, coached, led, and supervised an Inbound Sales team of approximately 18-25 agents.
- Knowledge and experience in applying Heart of Coaching model principles
- Delivered friendly assistance to new hires throughout interviewing and hiring process.
- Devised hiring and recruitment policies for over 300 company employees
- Increased productivity by 100%, team errors under 1%, and kept team attendance at 99%.
- Conducted accurate payroll processing, audits for a team, and, when needed entire sales call center.
- Identified and communicated customer needs to supply chain capacity and quality teams.

EDUCATION

Bachelor of Science: Business Administration Mgt- HRM-Organizational Dev

Southern New Hampshire University - Manchester, NH

Expected in 04/2023

Certificate : Human Resources Management

