
ARTISHA HOUSTON

Anderson, Texas ♦ houstonartisha@gmail.com

PROFESSIONAL SUMMARY

Well-organized Human Resources professional bringing eight years of superior performance in fast-paced HR environments. Communicative and decisive with a focus on improving and retaining quality in HR administration, payroll, and recruiting. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management, and problem-solving skills. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

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|-------------------|---------------------|
| • Staff Training | • Customer Service |
| • Leadership | • Communication |
| • Team Leadership | • Data Entry |
| • Teamwork | • Microsoft Office |
| • Auditing | • Employee Training |

WORK HISTORY

Executive Assistant I, 10/2022 to Current

Texas A&M University Small Animal Hospital, – College Station, TX

- Provide direct administrative support to the Department Head and Director of Operations in the Department of Small Animal Clinical Sciences
- Manage department head and department calendars and travel
- Coordinate faculty searches
- Process pre- and post-hire documents for faculty (including adjuncts)
- Coordinate promotion and tenure processes within the department
- Draft, proofread, and distribute memos and correspondence
- Compile documents for annual faculty evaluations
- Exercise discretion and independent judgment on matters of significance
- Daily use of a computer
 - Internet
 - Microsoft Office
 - Google
 - TAMU System
 - Email
- Daily use of multiline phone system

Supervisory Human Resources Specialist, 01/2022 to 10/2022

Texas Department of Criminal Justice – Huntsville, TX

- Manage a team of 4 human resources reps

- Provide technical program support to the Facilities Division
- Provide human resources support for over 1,100 employees
- Train new employees entering the human resources department and the TDCJ.
- Setup and prepare discipline paperwork for employee hearings
- Process EEO paperwork
- Daily use of computer and Microsoft Office software
- Conducted in-house office audits to prepare for the divisional level audit.
- Setup a job fair for hard-to-staff units
- Contributed to annual performance appraisals by working with supervisors to achieve consistency and compliance with established procedures.
- Conducted workplace compliance training to reduce liability risks and operate effectively.
- Reviewed existing policies and procedures to recommend enhancing work productivity, recruitment, hiring processes, and talent management.
- Improved customer service rankings by quickly resolving issues to improve overall satisfaction.
- Delivered consultative services and recruited qualified and diversified candidates for employment.
- Conserved time and improved workflows by handling special projects and emergency solutions.
- Fielded employee inquiries related to insurance, pension plan, vacation, sick leave, and employee assistance.
- Maintained work structure by updating job requirements and job descriptions for positions.
- Oversaw and managed the hiring process and assisted human resources.
- Liaised between management and employees to deliver conflict resolution, alleviate problems, and interpret compensation and benefits policies.
- Reviewed and screened applicant resumes to identify qualified candidates.
- Planned and managed recruitment activities for new hires using strategic personnel, staffing, and position management practices.
- Partnered with senior leadership to establish and develop corporate and HR policies and procedures.
- Advocated for staff members and counsel supervisors to identify and resolve conflicts.

Human Resources Specialist II (Team Leader), 10/2017 to 01/2022

Texas Department of Criminal Justice – Huntsville, TX

- In an office of 6
- Processed FMLA paperwork for 300-500 employees in the Manufacturing, Agribusiness and Logistics Division
- Keyed insurance changes for employees
- Keyed time for 300 employees
- Prepared reports and correspondence
- Scheduled and completed interviews for my office and division
- Daily use of computer and Microsoft Office software
- Conducted in-house audits to prepare for the divisional level audit
- Directed and controlled 401K, medical, dental, and vision benefit packages.

- Liaised between multiple business divisions to improve communications.
- Oversaw exit interviews and off-boarding process for resigned and terminated employees.
- Handled on-boarding process for newly hired employees, which included distribution of all paperwork.
- Updated HR database with new employee information, changes in benefits, and other details.
- Collaborated with legal and compliance teams to review paperwork, obtain feedback, and procure information for new training processes.
- Coordinated technical training and personal development classes for staff members.
- Addressed employee conflicts with appropriate urgency, following all corporate procedures.
- Answered employee inquiries regarding health benefits and 401k options.
- Improved organizational filing systems for confidential employee records, improving accessibility and efficiency.
- Advocated for staff members, helping to identify and resolve conflicts.
- Pre-screened resumes before sending them to corporate hiring managers for consideration.
- Completed human resource operational requirements by scheduling and assigning employees.

Human Resources Specialist I, 01/2017 to 09/2017

Texas Department of Criminal Justice – Huntsville, TX

- I was a part of a six-man department at Manufacturing, Agribusiness and Logistics
- I open the HR office at 7:30 am Monday through Friday
- I am responsible for keeping an organized alphabetical filing system of employees' personnel, medical, and disciplinary files
- Notified employees of their disciplinary hearing
- Answer incoming calls from within the agency and outside businesses about past and present employees
- Key Summer Enrollment and any insurance changes for employees
- Sent out and processed all FMLA paperwork for all M, A&L employees
- Distributed information on assistance programs that are available to employees
- Keep a log of upcoming, postponed, and completed employee performance evaluations
- Communicate with the different department supervisors to answer any questions about any open M, A & L job positions
- Scheduled interview boards for vacant positions
- Screen submitted applications from inside and outside applicants
- Keyed time for Texas Correctional Industries (TCI) employees
- Scheduled employees for annual required trainings
- Distributed monthly paystubs and timesheets to employees
- Communicate regularly with my payroll contact to make sure that employees receive the correct amount of pay
- Kept a log of completed boards that were sent to Human
- Resources Headquarters
- Attend required annual trainings
- I was a Direct Hire trainer

- I helped new and former employees complete employment, payroll, and insurance paperwork
- Responsible for keeping our department's payroll pull list updated and submitting it monthly
- I assisted with making sure all office manuals and forms were updated
- I was responsible for making sure that the office's notebooks of M, A & L job descriptions are kept up to date by replacing old job descriptions with new/updated job descriptions
- Daily use of a computer.

HR Clerk, 11/2013 to 01/2017

Texas Department of Criminal Justice – Navasota, TX

- I was a part of a two-person office at the Pack Unit
- I was responsible for keeping an organized alphabetical filing system of 297 employees' personnel, medical, and disciplinary files
- Assisted in scheduling and notifying employees of their disciplinary hearing
- Assisted in sending the initial complaint from employees to Intake
- Answer incoming calls from within the agency and outside businesses about past and present employees
- Keyed Summer Enrollment insurance changes for employees
- Sent out and processed all FMLA paperwork for all Pack Unit employees
- Distribute information on assistance programs that are available to employees
- Keep a log of upcoming, postponed, and completed employee training
- Assisted my supervisor with keeping an accurate count
- Conducted workplace compliance training to reduce liability risks and operate effectively.
- Communicate with the different departments on the unit to make sure all positions are filled or that requests have been sent to the necessary personnel to post a job posting
- Schedule interview boards for vacant positions
- Screen submitted applications from inside and outside applicants
- Keyed time for non-security employees and key time for security employees in the absence of my supervisor
- Assisted in scheduling employees for annual required trainings
- Distribute monthly paystubs and timesheets to employees.
- Communicate regularly with my payroll contact to make sure that employees receive the correct amount of pay
- Daily use of a computer.
- Reviewed existing policies and procedures to make recommendations for enhancing work productivity, recruitment, hiring processes, and talent management.
- Liaised between management and employees to deliver conflict resolution, alleviate problems, and interpret compensation and benefits policies.
- Advocated for staff members and counsel supervisors to identify and resolve conflicts.
- Fielded employee inquiries related to insurance, pension plan, vacation, sick leave, and employee assistance.

- Improved customer service rankings by quickly resolving issues to improve overall satisfaction.

Office Associate, 08/2010 to 10/2013

Texas, Of Criminal Justice

- I learned how to use the Mainframe and OIMS systems
- I have taken the necessary training class that allows me to look up confidential information of offenders in TDCJ
- I was a part of a three-person office in
- Offender Records
- Answered all incoming calls to the unit and directed them to the proper department
- Kept a log for outgoing dialed numbers that were transferred through the switchboard
- Kept an organized, alphabetized filing system of offender travel cards and files
- Answered incoming calls from offender families about unit housing assignments and scheduled weekend visits
- Communicated with different law enforcement agencies to schedule offenders for bench warrants and attorney visits
- Worked with State Classification and the Unit Classification to make sure offenders had the proper transportation based on their needs and medical conditions
- Restocked supplies and submitted purchase orders to maintain stock levels.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Responded to inquiries from callers seeking information.
- Routed business correspondence, documents, and messages to correct departments and staff members.
- Provided clerical support, addressing routine and unique requirements.
- Screened visitors and issued badges to maintain safety and security.
- Kept reception area clean and neat to give visitors a positive first impression.
- Supported office manager with proactive correspondence management, document coordination, and customer relations.
- Collaborated inter-departmentally to assist with workflow and gather reports and data.
- Prepared mail and packages for shipment, pickup and courier services to expedite delivery.
- Completed a daily outgoing chain roster that ensured offenders were being transported to the correct destination and that their travel cards and unit folder were kept in a secure location for the night-time correctional staff to collect
- Was the backup person for the warden's secretary in her absence
- Computer, printer, scanner, copier, and scanner daily
- I gained two years of clerical experience
- I worked with little supervision
- I can work with others under pressure in a professional manner
- I assisted with the preparation of sending offender files to the Parole Board weekly
- I filed supporting and opposing correspondence in offenders' parole files

- Daily use of a computer.
- Organized, stored, and retrieved files to enhance daily operations and support customer needs.
- Produced high-quality communications for internal and external use.
- Completed clerical tasks such as filing, copying, and distributing mail.
- Interacted with customers by phone, email, or in person to provide information.
- Provided clerical support to company employees by copying, faxing, and filing documents.

EDUCATION

BBA: Human Resources Management/ Personnel Administration (In progress)

Southern New Hampshire University - Hooksett, NH

Obtaining a degree to continue moving forward with my human resources career

Bachelor of Science: Agriculture, 2011

Sam Houston State University - Huntsville, TX

Attended to obtain an agricultural teaching degree

ADDITIONAL INFORMATION

- Honors & Awards, Employee of the Month - TDCJ Nov 2021 Artisha Douglas - page 3