

JANELLE PARTINGTON

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OBJECTIVE | Human Resources Pro with progressive experience managing employee benefits & compliance, employee hiring & onboarding, HRIS administration, licensure tracking and HR records. Dependable and organized team player with the ability to communicate effectively and efficiently. Skilled at building relationships with employees across all levels of an organization. Proficient with HRIS, applicant tracking, onboarding and benefits management.

SOFTWARE | Accurate, ADP RUN, ADP Time & Attendance, ADP Workforce Now, Ariba, Avature, Bomgar, Calendly, CareerBuilder, Cisco Jabber, Clarify, Concur, eScreen, EventBrite, EVS, EzLaborManagement, FirstAdvantage, Google Suite, Indeed, Kenexa Brassring, Kronos, LinkedIn Recruiter, Microsoft Office 365, Microsoft Excel, Microsoft Forms, Microsoft Outlook, Microsoft Word, Microsoft PowerPoint, Microsoft Teams, Montage, NetSecure, Oracle, Olivia, OneNote, PeopleSoft, RingCentral, Salesforce, SkillSurvey, Skype for Business, Slack, Smashfly, Social Media, SurveyMonkey, Taleo, Vervoe, Workday, ZipRecruiter, Zoom

EXPERIENCE | **TEAM LEAD; WILSONHCG - REMOTE**

02/2022 - PRESENT

Client: TriNet

- Manage a team of seven direct reports; train and develop TAC team of 13
- Monitor, evaluate and maintain TAC team performance; Implemented refresher trainings run by team members
- Lead TAC team calls; reporting and managing risks, coaching and inspecting teamwork
- Recommend and implement process improvements
- Track & maintain quality assurance and compliance across the team
- Build and maintain SOP's, templates and SharePoint; converted the TAC manual from PowerPoint to OneNote
- Re-allocate TAC:Recruiter alignments as needed
- Act as the first point of escalation with account director, ROMs and client
- Participate in the testing and implementation of Oracle
- Support TAC manager with strategic projects
- Manage TAC duties for executive hiring roles (req creation, interview scheduling, onboarding to include offer prep, onboarding docs, adjudicating background checks and first day prep)
- Implemented a quarterly pulse survey to assist us with team morale and improvements
- Launched SME program

TALENT ADMINISTRATOR & COORDINATOR; WILSONHCG - REMOTE

12/2020 – 02/2022

Client: TriNet

- Schedule 20-30 interviews per week utilizing Outlook calendar
- Administer sales, customer service and administrative assessments via Vervoe; Initiate reference checks via SkillSurvey

- Prepare offer letters/addendums and obtain approvals as needed via Taleo; manually prepare documents for electronic signature via DocuSign as needed
- Initialize background checks via third party vendor; review documentation and adjudicate as necessary per company guidelines
- Prepare and track onboarding documents; submit to the payroll team for data entry
- Open/edit new requisitions and create job templates as needed within Taleo and Avature
- Manage general TA inbox
- Compile weekly requisition audit report utilizing Excel and reports from within Taleo and Avature (Vlookup, IF statements)
- Avature ticket team: respond to tickets within 24 hours; resolve tickets with step up change requests or workflow transfer requests
- Audit peer submitted requisitions, requisition templates, offer letters and addendums and approve when correct

Awards: April 2021 - TriNet Trophy award / June 2021 - WilsonHCG TAC MVP, NAM / 2021 Top Performer - Incentive Trip Invitee

RECRUITER; DYNAMIC BDC - REMOTE

06/2020 – 12/2020

- Source and recruit candidates through a variety of search methods (social media, ATS, Indeed, networking, employee referrals, internet searches)
- Screen, interview and test a high-volume amount of non-exempt employees on a weekly basis as well as tier 2 and tier 3 level employees; recommend for hire quality candidates
- Maintain and update Indeed notes with candidate status in real-time
- Properly and timely extend offer of employment to candidates and follow through to ensure candidates have met equipment requirements and are placed in the proper training class
- Properly manage the scheduling of interviews via Calendly and the scheduling assistant within Outlook
- Provide recommendations on process and procedure changes as needed

RECRUITER; PEOPLESCOUT - REMOTE

08/2017 – 04/2020

- Increased customer satisfaction rate within the first 45 days of the start of the contract
- Managed sourcing, pre-screening, salary recommendations and job offers for 80+ requisitions at a time
- Reduced time-to-fill from 60 days to 30 days within a 6 month timeframe
- Completed an average of 10-15 job offers per week
- Worked with the Sprint IT team to migrate a team of 100 recruiters to their new e-mail platform; also assisted all new hires
- Filled 25 positions within a 3 week timeframe for a new pilot program; program has now gone national
- Recruited for 50+ stores within the same district in the Los Angeles metro, the state of Florida and the Chicago metro
- Provided regular updates to hiring manager, recruiting leaders and other stakeholders as may be appropriate on pipeline development and progress of candidates
- Scheduled interviews for hiring managers; coordinated invites, RSVP's and confirmations for job fairs/hiring events for an average of 50-80 attendees
- Connected with all local libraries, churches, colleges, high schools, goodwill, veteran

- associations and other businesses that provided job placement or job boards
- Facilitated weekly meetings with area managers, district managers and store managers to discuss updates, new challenges and to design action plans to establish new approaches
 - Adhered to compliance standards in an OFCCP environment
 - Created and managed a fun committee of 10 team members for 100 virtual recruiters
 - Became a SME within 30 days of my hire date
 - Completed the Global Mentorship Program and the Coaching to Grow certification; became a Success Coach for PeopleScout
 - Trained and acclimated new team members

TECHNICAL SUPPORT ASSOCIATE; ADP - NORFOLK, VA

10/2016 – 06/2017

- Provided assistance in a call center environment to all small business contacts via phone and e-mail in the use of our timecard and payroll software as well as our timeclock hardware, password resets, timeclock installations and issues with data transfers
- Worked within our ticketing system to create detailed work logs and technical documentation; followed up with clients to ensure client satisfaction
- Conducted welcome calls to new clients; trained client on how to use software features and how to make changes within the platform
- Built accrual configurations into the client's database settings based on calculations and tiers provided by client
- Participated in the fun committee and coordinated events for a local team of 25 people
- Call evaluation scores consistently above the business unit average of 85%; client surveys were consistently 10/10
- Cross-trained in areas such as billing, implementation and sales

EXECUTIVE/REGIONAL ASSISTANT; ADP – ALPHARETTA, GA

06/2016 – 10/2016

- Managed regional SharePoint web-site; updated subpages and added new ones
- Coordinated domestic travel arrangements for the general manager; submitted weekly expense reports for myself and multiple directors
- Ordered office supplies; created a system for team of 50 employees to notify me when new supplies were needed
- Reserved conference rooms via Outlook for multiple directors; Researched data to prepare documents for review and presentation by board of directors, committees and executives
- Prepared weekly financial statements, reports, memos and other documents as requested by the general manager
- Opened, sorted and distributed incoming mail, faxes and other correspondence and packages
- Answered incoming calls and routed them to the correct department
- Event coordination for local office and offices around the world (Virginia, New Jersey, Texas, Colorado, Philippines)
- Prepared and mailed birthday and anniversary cards for all offices
- Designed tee-shirts and employee giveaways for events

HUMAN RESOURCES GENERALIST; CREATIVE HEALTH – POTTSTOWN, PA

07/2015 – 06/2016

- Reviewed, tracked and documented federal compliance for mandatory and non-mandatory training, continuing education and work assessments. This included safety training, anti-harassment training, professional licensure and aptitude exams and certifications
- Recruited, interviewed and facilitated the hiring of qualified job applicants for open

positions; collaborated with departmental managers to understand skills and competencies required for openings

- Acquired background checks to include child abuse and FBI clearances and employee eligibility verifications; converted to a new process of digital requests rather than snail mail
- Implemented and conducted new hire orientation, benefit welcome meetings, open enrollment and employee recognition programs
- Handled employment-related inquiries from applicants, employees, and supervisors, referred complex and/or sensitive matters to the appropriate staff
- Entered all employee changes into HRIS
- Processed bi-weekly payroll as requested by the HR director; Audited contractor invoices
- Benefit administration: claims resolution, change reporting, approved invoices for payment and communicated benefit information to employees
- Spearheaded the United Way Campaign for 160+ employees and increased donations by 100% over the previous year
- Assisted with the new benefits module within ADP Workforce Now
- Tracked I9 compliance; gathered updated signatures and information as needed
- Responded to unemployment and domestic relations requests

**ADMINISTRATIVE PROGRAM ASSISTANT; CHILD & FAMILY FOCUS –
AUDUBON, PA**

09/2012 – 07/2015

- Provided administrative support to 3 departments and various supervisors and directors as well as the CEO and CFO
- Served as the primary contact person and subject matter expert for program policies and procedures
- Created and maintained a variety of manual and electronic documents for purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements
- Processed and submitted billing to the accounts payable department for a staff of 10 clinicians; created and distributed Excel billing vouchers with automatic calculations
- Participated in a variety of meetings, workshops, and/or trainings for the purpose of providing or receiving information, recording minutes and supporting the needs of the attendees
- Represented program supervisor in her absence for the purpose of conveying and/or gathering information required for their functions as well as assigning clinicians to incoming cases appropriately
- Maintained the psychological evaluation schedule via Google Calendar for 5 psychologists; scheduled and rescheduled all appointments as requested; placed daily confirmation calls; submitted all required paperwork for psychologist review
- Took all referral calls; Processed all intake paperwork for new clients
- Conducted Medicaid eligibility reports on a weekly basis for over 200 clients via EVS platform
- Maintained and audited patient charts on a quarterly basis; prepared all charts for county and state audits
- Participated on the Operation Joy committee which assisted over 400 families per year with school supplies, Christmas assistance, clothing, food, etc.

BENEFITS SPECIALIST; JBS – SOUDERTON, PA

04/2011 – 04/2012

HUMAN RESOURCES TEAM MEMBER; TARGET – ROYERSFORD, PA

10/2006 – 06/2009

EDUCATION | SOUTHERN NEW HAMPSHIRE UNIVERSITY

BACHELOR OF SCIENCE

Business Administration; Concentration: organizational leadership

VIRGINIA COLLEGE

ASSOCIATE OF SCIENCE

Human Resource Management, Graduated 2012

MONTGOMERY COUNTY COMMUNITY COLLEGE, BLUE BELL, PA

ASSOCIATE OF APPLIED SCIENCE

Office Administration, Graduated 2012

**MEMBERSHIPS | SUSEQUEHANNA HUMAN RESOURCE MANAGEMENT ASSOCIATION
SHRM – NATIONAL**