

## **Professional Summary**

Dedicated professional with 20+ years of experience in customer service, administrative support, and data management. Proven ability to maintain accurate records, support onboarding processes, and ensure smooth operations in fast-paced environments. Looking to leverage my skills in employee record management, HR support, and process improvement as an HR or HR related Associate.

## **Work Experience**

### **ABA-Applied Behavioral Analyst**

*Butterfly Effects, Slidell, LA*

#### **April 2024 – Current**

- Evaluates client's current behaviors, skills, and abilities.
- Develops and recommends added treatment plans to the BCBA for implementation.
- Collects data to provide to the BCBA track a client's progress and evaluate effective interventions.
- Connect with patients and their families to ensure optimal results.

### **Retail Banker/Teller**

*Woodforest National Bank, Covington, LA*

#### **September 2022 – January 2024**

- Managed accurate processing of employee records and customer transactions, ensuring compliance with company policies and regulations.
- Supported onboarding of new employees by assisting with account setups and providing initial orientation on internal processes.
- Ensured accurate daily entry of employee time and maintained vault records for security and operational efficiency.

### **Teller**

*Brinks Inc., Metairie, LA*

#### **February 2011 – January 2015**

- Processed high-volume business deposits and maintained accurate financial records, emphasizing precision and compliance with company procedures.
- Collaborated with team members on process improvements and accuracy in data entry, handling sensitive financial information daily.

## **Receptionist**

*Brooke Staffing, Metairie, LA*

**March 2010 – October 2010**

- Managed employee and visitor records, answering inquiries and ensuring smooth administrative support for HR activities.
- Assisted with onboarding processes by collecting documentation, organizing records, and ensuring compliance with office policies.
- Handled sensitive information, including employee files, with discretion and accuracy.

## **Permit Analyst**

*City Hall, New Orleans, LA*

**October 2006 – March 2007**

- Entered and managed building permit data, ensuring accurate records were maintained and discrepancies were addressed promptly.
- Aided with documentation and review of complex forms, ensuring data integrity and compliance with regulations.

## **Skills**

- **Employee Records Management:** Experience in maintaining accurate employee records and handling confidential information.
- **Onboarding Support:** Assisted in the new hire process, including documentation and orientation activities.
- **Data Entry & Accuracy:** Extensive experience in high-volume data entry with a focus on accuracy and compliance.
- **Time Management:** Managed employee time tracking and payroll information for seamless operations.
- **Customer Service:** Exceptional communication skills, providing high-level support to internal and external clients.

- **Administrative Support:** Proficient in Microsoft Office and other office software, with experience in clerical tasks and HR support.