

# Leslie Tomes

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High-Honors People Analytics & HR Compliance Specialist with 10+ years of operational leadership and a 3.79 GPA. Expert in leveraging data-driven metrics to resolve high-stakes litigation, ensure 100% fiscal accuracy, and mitigate organizational risk. Proven ability to manage complex “people” challenges with emotional intelligence and legal compliance. Currently completing final 21 credits of a BS in HR Management.

## Education

**Bachelor of Science in Human Resource Management** *Southern New Hampshire University* | **Expected Completion: October 2026**

- **Academic Standing:** Current GPA: 3.79 | SNHU President’s List (Fall/Summer 2025) | 6 Consecutive Honor Roll Distinctions (2025–2026) | 13 Verified Competency Badges (HR Ethics, Labor Law, & Analytics).
- **Relevant Coursework:** Strategic Human Resource Management, Business Law, Employee Relations, Organizational Strategy.
- **People Analytics (Workforce Metrics & Ethics):** Skilled in turnover trend analysis, data-driven retention strategies, and using metrics for ethical workforce decision-making.

**Associate of Science in Business Administration** *Southern New Hampshire University* | **Graduated with High Honors**

## Professional Experience

MARCH 2020 – PRESENT

**Patient Advocate & Operations Compliance Coordinator** | **Team Select/Autonomous** | **Remote**

- **Strategic Compliance & Analytics:** Applied People Analytics frameworks to audit complex case files and manage full-cycle compliance for high-stakes cognitive-needs cases, ensuring 100% adherence to state healthcare regulations and ADA Title II protocols.
- **Stakeholder Liaison & Coordination:** Functioned as the primary communication liaison between client stakeholders and a network of healthcare providers, utilizing advanced de-escalation skills to resolve conflicts and ensure seamless virtual coordination of critical services.
- **Fiscal Integrity & Oversight:** Maintained 100% fiscal accuracy by meticulously administering all financial duties, including complex invoicing, digital expense reporting, and high-stakes fiscal oversight with minimal supervision.

- **Operational Excellence:** Oversaw administrative operations and case management for a diverse portfolio of complex files, consistently meeting 100% regulatory adherence through meticulous case auditing and personalized support.

AUGUST 2018 – MARCH 2020

**Production Manager | TIDE Dry Cleaning | Edina, Mn.**

- **Operational Leadership:** Directed a team of 8, overseeing daily operations to ensure 100% adherence to quality assurance and efficiency standards.
- **Strategic Onboarding:** Designed and implemented comprehensive training programs, reducing ramp-up time for new hires while maintaining strict safety and equipment protocols.
- **Workflow Optimization:** Managed complex production schedules and reprioritized workflows in a high-volume environment to consistently meet deadlines.
- **Root Cause Analysis:** Investigated and resolved customer escalations through analytical problem-solving, implementing corrective action plans to drive long-term process improvement.

MARCH 2008 – AUGUST 2018

**Human Resource Assistant | Martinizing Dry Cleaning | Plymouth, Mn.**

- **Operational & Fiscal Oversight:** Managed daily business operations and improved inventory accuracy by 15% through strategic tracking procedures and performance evaluations.
- **Talent Development:** Directed full-cycle onboarding and training for all new hires, ensuring 100% compliance with company policies and service quality standards.

## Key Skills & Expertise

- **Core HR Competencies:** Employee Relations, Performance Management, Full-Cycle Recruitment, HR Compliance, Training & Development, Policy Administration, HRIS/ERP System Utilization.
- **WFH/Administrative Tools:** Advanced Digital Collaboration (e.g., MS Teams/Zoom), Virtual Communication, Autonomous Time Management, Complex Scheduling, Financial Oversight, Microsoft Office Suite (Word, Excel, PowerPoint).
- **Leadership & Strategic Management:** Team Leadership, Change Management, Strategic Planning, Project Management, Conflict Resolution, Metrics-Driven Decision Making (Data Analysis), Operational Efficiency, Quality Assurance.