

SHANNON ROBINSON

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QUALIFICATIONS

HR Policies and Procedures, Training, Open Enrollment Coordination, Recruitment, Benefits Administration/Payroll, and Employee Assistant and Documentation

EXPERIENCE

Sept 2019 to

Feb 2020

MODELLS SPORTING GOODS, New York, NY

Human Resource Generalist - Consultant

- Supported the general day-to-day HR activities.
- Provided support to employees in various HR-related topics such as leaves and compensation and resolve any issues that may arise.
- Maintained employee files and records in electronic and paper form.
- Ad hoc projects for VP of Human Resources.
- Unemployment claims.
- Employment verifications.
- Timekeeper for payroll.
- Rehires/Transfers/promotion.
- Employee Relations

May 2019 to

Sept 2019

THE LEGAL AID SOCIETY, New York, NY

Human Resource Administrator - Consultant

- Supported the Legal Aid Society's HR initiatives.
- Maintained and updated employee files/records.
- Ad hoc reporting/projects for Chief Human Resources Officer.
- Research and report on healthcare and employee benefits trends.
- Manage various HR documents and internal databases, such as ADP Enterprise and iReports.
- Answered employee requests and questions.
- Acted as a liaison between employees and the Chief Human Resources Officer.
- Direct support to HR Executive team.
- Background checks.
- Transit check administrator, reconcile records, fix and maintain employees files, process changes and invoice for accounts payable monthly.
- Employment/Salary verification letters
- Student Loan forgiveness certifications

September 2018 to

February 2019

EMBLEM HEALTH & ADVANTAGECARE, New York, NY

Recruitment Coordinator - Temp

- Supported Emblem Health and Advantage Care Physicians Talent acquisition teams.
- Provide assistance with recruiting process by scheduling interviews and arranging travel for candidates.
- Scheduled phone and in-person interviews.
- Acted as a liaison between candidates and hiring managers.
- Provide HR advice to employees and managers
- Managed applicant tracking in ATS systems.
- Followed-up with potential candidates and internal department heads to facilitate and schedule high level employee interviews.

April 2018 to

September 2018

METRO PLUS, New York, NY

HRIS Analyst-Temp

- Utilized HRIS platforms to maintain employee data.
- Participated in onboarding and off-boarding employees and processed any necessary paper work.
- Assisted payroll with timekeeping, timesheets and data entry.
- Collaborated with IT and other departments on a regular basis for research and testing.
- Managed the Verizon portal, including ordering new equipment and maintaining user account info for new and active employees.

- Fulfilled requests for new equipment.
- Resolved company equipment issues.
- Maintained and filed employee equipment requests, payment agreements and return property policy papers.

September 2017 to
April 2018

NEW YORK CITY DEPARTMENT OF EDUCATION, New York, NY

Substitute Teacher

- Substitute Teacher with Pre-K to 12th grade and Special Education experience.
- Managed a class of 25 - 30 students.
- Followed and taught computer class lesson plans assigned by permanent teacher for students' in grades Kindergarten through the 12th grade.
- Guided students through planned activities and tend to their physical needs.
- Maintained effective classroom management strategies and applied advanced teaching capabilities in all subject areas.

November 2015 to
February 2017

FOCUS CAMERA, New York, NY

Quality Assurance Analyst

- Tracked project performance, specifically to analyze the successful completion of short and long-term goals.
- Coordinated and follow-up on task completion.
- Documented, track and verify defects and fixes in assigned application.
- Reported and escalate to management as needed.
- Developed spreadsheets, diagrams and process maps to document needs.
- Recorded any new defects uncovered during regression testing.
- Experience testing iOS Native, Android apps and Online Web applications.
- Prepared test plans and data, and user documentation.
- Excellent ability to quickly adapt and learn new technology.

April 2014 to
October 2015

DORAN JONES, New York, NY

Human Resource Generalist-Temp

- Informed job applicants of details such as duties and responsibilities, compensation, benefits, schedules, working conditions, or promotion opportunities.
- Interviewed job applicants to obtain information on work history, training, education, or job skills.
- Maintained current knowledge of Equal Employment Opportunity (EEO) and affirmative action guidelines and laws, such as the Americans with Disabilities Act (ADA).
- Prepared or maintained employment records related to events such as hiring, termination, leaves, transfers, or promotions, using human resources management system software.

May 2012 to
May 2013

NEW HORIZONS CLC, New York, NY

Microsoft certified trainer

- Offered Microsoft Office training programs to help workers maintain or improve job skills.
- Developed alternative training methods if expected improvements are not seen.
- Organized and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.
- Scheduled classes based on availability of classrooms, equipment, or instructors.
- Referred trainees to employer relations representatives, to locations offering job placement assistance, or to appropriate social services agencies if warranted.

EDUCATION

HOFSTRA UNIVERSITY, Hempstead, NY

Bachelor of Business Administration

COMPUTER SKILLS

MS Office Suite, HRIS Technologies, PeopleSoft, ICIMS, Taleo, ADP