

May Smith

Southfield, Michigan • (248) 560-7284 • 1ms1411@gmail.com

Objective

Obtain a position utilizing my skills and experience. I will work to administer high standards of excellence in all of my daily pursuits.

Education

Bachelor of Science, Human Resource Development, Labor & Employment Studies GPA 3.7
Oakland University – Rochester, Michigan

Honors: Cum Laude, Golden Key International Honor Society, SHRM Student Chapter, and Oakland University Human Resource Development Honor Society Member

Course Work:

HR Staffing	Cultural Diversity	Strategic Leadership
Labor & Employment Law	Presentation & Facilitation	Training Design
Business Writing	Instructional Methods	Technology Applications
Organizational Analysis	Team Development	Organizational Dynamics
Collective Bargaining & Labor Law	Labor Relations	Research Methods & Marketing

Technical Knowledge

Timekeeper	HRIS	Kronos	UltiPro
IQS System	MS Word	Excel	APEX
PowerPoint	Outlook	Access	Engrade
Publisher	Adobe Photoshop	Moodle	PeopleSoft

Skills

- Exceptional listener and communicator who effectively conveys information verbally and in writing
- Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes
- Computer-savvy performer with extensive software proficiency covering wide variety of applications
- Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects
- Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings
- Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation

Professional Experience

CPI (Summit Health) Seasonal Account Coordinator, Novi, Michigan 2014

- Successful execution of Nationwide Health Screening & Flu/Immunization clinics
- Supported Multiple/Key/Complex Account levels & Client events Nationally
- Coordinated & delivered tactical execution for project plans, successfully meeting time-lines outlined by Client
- Successfully interfaced with Examiners/Staff as it related to confirming attendance, problem resolution, or information gathering
- Utilized superior Problem Solving skills to successfully resolve all end Client concerns
- Provided exceptional Customer Service in all aspects of the Program

Datamatics Global Services, Michigan Health Insurance Verification Administrator 2014

LCI/ESL Educational Institute, Michigan Admissions/Admin Representative 2013-2014

- Conducted admissions activities with the highest integrity and business ethics while adhering to state, federal, and company policies and regulations
- Provided outstanding customer service to a diverse student population by utilizing excellent organizational, communication, listening and interpersonal skills
- Served as primary point-of-contact for prospective new students; accurately communicated academic programs and answered any inquiries regarding applications, enrollment, courses and finances/tuition
- Set appointments, provided tours, and accurately communicated the campus features and program information to prospective students
- Administered placement testing for incoming students
- Accurately recorded information into database maintaining student records according to school policies and procedures
- Properly managed requests for student program and course status changes, student requests for transcripts, and enrollment and/or degree verification

Shiloh Industries, Canton, Michigan HR Generalist Intern Fall 2010

- Complied with EEOC and HIPAA Regulations to ensure employee confidentiality and safety of all staff personal data
- Improved Shiloh's work processes and flow by updating existing systems database saving the company time and money

- ♦ Recruited for Shiloh by reviewing an excess of 200 resumes of applicants for several positions and made recommendations of preferred candidates
- ♦ Designed company training records for 61 employees by utilizing and updating computer database
- ♦ Implemented & coordinated Shiloh's Annual Employee Health fair event for 61 employees
 - Successful vendor solicitation and follow-up through extensive telephone contact
 - Maintained organization and control of event by adhering to schedules and guidelines within short timeframe
 - Improved employee morale by conclusion of successful event-providing numerous benefits
- ♦ Performed weekly attendance reporting by importing hours, analyzing pay codes and addressing systems errors
- ♦ Performed unemployment auditing by analyzing and updating database

Oakland University, Rochester, Michigan Graduate Services Assistant Fall 2009

- ♦ Collaborated with a team of 4 staff members to process over 300 student records per week in an accurate and timely fashion
- ♦ Ensured that accounts were accurate by attention to detail and by reviewing data on a regular basis

Activities/Interests

- ♦ Volunteer/Intern, Focus Hope, HR/Payroll Support, 2014
- ♦ Volunteer, Detroit Chamber Winds and Strings, Great Lakes Chamber Music Festival, 2013
- ♦ Volunteer, YMCA, Child-Watch Program, 2013
- ♦ Member, SHRM Affiliate-Human Resource Association of Greater Detroit, 2013
- ♦ **Online Sales & Marketing, United States, 2011-2013**
- ♦ Avid Reader & Gardening Enthusiast