

Callie Miranda

Profile

Hardworking and willing to put in the time to make sure a task is done correctly and efficiently. I have 6 years of customer service experience from many places and with many different people as well as just over 3 years of Human Resources experience. Working with people is a passion of mine and I love to interact with different customers to make sure they are satisfied with any purchase they make. I am quick to learn and very eager to expand my abilities into different fields with a growing establishment. While I am currently working full time, I am looking for a long term second job to meet personal goals and aspirations and am excited to get another position with an interesting and diverse company.

Skills Summary

- ◆ 6 years of customer service experience
- ◆ Organize and lead People Committee
- ◆ Closed shop union experience
- ◆ Running/creating reports for various company needs.
- ◆ Exposure to insurance and benefits training
- ◆ Policy creation and implementation
- ◆ Great employee relations
- ◆ Phone communication
- ◆ Problem solving
- ◆ Time management
- ◆ Fundraising experience
- ◆ Organize company parties/functions
- ◆ Communication skills
- ◆ Researching, creating and implementing new policies or adjustments to current ones
- ◆ Extensive knowledge of ADP and Paycor HRIS systems
- ◆ FMLA and A&S experience
- ◆ Experience with Microsoft Word and Excel
- ◆ Attendance and discipline tracking
- ◆ Presentation preparation
- ◆ Employee file management
- ◆ PTO management
- ◆ Order Entry
- ◆ Sales Experience
- ◆ Safety Programs
- ◆ Safety Committee
- ◆ Management of flex associate needs, system entry and safety training
- ◆ Creation of banners/flyers with Microsoft Publisher for various company needs

Employment History

REED GROUP LTD-WESTMINSTER, CO

HUMAN RESOURCES SPECIALIST, NOVEMBER 16th, 2014-PRESENT

- Learned and applied LOA's such as FMLA, STD and LTD
- Assisting company in becoming paperless
- HRIS system maintenance
- New hire training
- Ordering items for company events
- Keeping company compliant with current labor and hiring laws
- Unemployment claims
- Work Comp claims
- Resolving employee conflicts/issues

JUSTRITE MANUFATURING- MATTOON, IL

HUMAN RESOURCES ADMINISTRATOR, SEPTEMBER 14th, 2012-October 3rd, 2014

- Quickly learned and administered old policies while creating and assisting to create new ones

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- Gained a basic understanding of insurance and benefits policies
- Worked with union employees to resolve everyday issues and concerns
- Complete and verify all new hire paperwork
- Perform new hire orientation and safety training
- Served on the Safety Committee
- Organized and ran the People Committee
- Planned and ran company events/functions
- Planned and assisted with fundraisers for local and national charities
- Working closely with managers to help with their employment needs
- Managed job bidding process
- Creating and keeping employee files
- Tracking attendance and upholding disciplinary measures
- Bringing in 3rd party flex associates, train and manage in Mapics and Paycor systems
- Organizing training for a variety of sessions
- Bringing in new vendors
- HRIS system management
- Employee relations

JUSTRITE MANUFACTURING- MATTOON, IL

CUSTOMER SERVICE REPRESENTATIVE, MARCH 5TH, 2012-SEPTEMBER 14TH, 2012

- Provided excellent customer service over the phone.
- Used extensive knowledge of products to assist customers in finding the safest and most cost efficient items for their needs
- Spoke with carrier companies to help resolve shipping issues (incorrect shipments, shortages, overages)
- Gave freight quotes
- Assisted customers in resolving issues pertaining to defective, lost or damaged items
- Help to guide new CSR's in training
- Time management of service issues as well as order entry
- Help to maintain a professional, less-stress environment by helping with other CSR customer issues
- Enter RGA's (Return Good's Authorization)

NIKE FACOTRY STORE- TUSCOLA, IL (217-253-2058)

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SALES ASSOCIATE, OCTOBER 18th, 2007 to March 1st, 2012

- Provided excellent customer service
- Gained and used new knowledge about merchandise to properly fit people with the correct products for their needs
- Worked as a cashier, stock room personnel, and sales associate
- Train new personnel
- Organize product on the sales floor
- Take phone orders

BIGLOTS- MATTOON, IL (217-234-8133)

3rd SHIFT STOCKER, OCTOBER 2011 to FEBRUARY 2012

- Provided excellent customer service
- Worked long hours
- Learned new tasks quickly
- Properly organized new products

Hoofbeat Ridge Camp- Mazomanie, WI (608-767-2593)

Camp Counselor and Senior Riding Instructor, June 2000-October 2007

- Worked long hours in outdoor conditions
- Taught children ages 7-16 how to ride horses and other skills/crafts
- Cared for children for long periods of time and instructed them during activities
- Trained new staff members
- Handled horses including their care (feeding, grooming, exercise)
- Organized and ran camp events
- Helped inform parents about all aspects of the camp

Education

EASTERN ILLINOIS UNIVERSITY – CHARLESTON, ILLINOIS

- Graduated in May of 2013
- Major in General Studies, Minor in Sociology
- Pride Club

LAKELAND COLLEGE- MATTOON, ILLINOIS

- General Courses taken

NAPERVILLE CENTRAL HIGH SCHOOL – NAPERVILLE, ILLINOIS

- High School Diploma: May of 2006
- Captain of Badminton team
- Photography Club