

Carol A. Stahlberg

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Experience

Customer Service, Lowes

February 2016-Present

- Accurately ring up customer purchases.

Ticket Agent, National Western Stock Show

December 2015-Present

- Sell Stock Show event tickets.
- Work events on an on-call basis.

Human Resources Specialist, Department of Regulatory Agencies August 2006-February 2015

The Department of Regulatory Agencies employs approximately 600 FTE (full time equivalents) with 20% of FTE in a supervisory role. My role interacted in with all FTE from supervisors to staff.

- Technical and Executive Recruitment (IT, Financial Industry, Energy Industry, and Government Leadership): Well versed in recruiting for various applications (PowerBuilder, Crystal Reports, Oracle).
- Job Evaluation, Compensation: Evaluate job descriptions to determine appropriate classification based on position's decision making, complexity, and line/staff authority; and recommended and approved the appropriate level of compensation.
- Systems Administrator (SharePoint, Fatwire, proprietary HRIS): Administered permissions, audited access, and functioned as the liaison with IT to resolve HR related help desk tickets.
- Training Manager (Budget, Scheduling, Facilitation): Managed a six figure budget; conducted needs assessments; administered and analyzed surveys; report survey findings to leadership; scheduled trainings; facilitated HR related training pertaining HR systems, performance management, and Google (Gmail and Drive).
- Implementation Coordinator for proprietary HRIS systems for the Governor's Office of Information Technology, Secretary of State's Office, and the Department of Healthcare, Policy and Financing. Tested applications extensively in all browsers to ensure accurate rendering of content and aesthetically appealing content. Conducted needs assessments and facilitated business process improvement meetings. Created training materials (print and Captiva videos; conducted "train the trainer" sessions, and facilitated training.

- Web Project Manager: Managed Fatwire and Calendar function permissions; worked with vendor to resolve performance issues; facilitated focus groups for improvement and usability of website; managed the Google analytics and provided reports to leadership and the Governor's office.
- Performance Management: Consult with supervisors on all aspects of performance (IPO's, mid year reviews, and performance evaluation); coach employees on performance deficiencies; managed compliance and timeframes for performance management; and reported performance metrics to leadership and the Department of Personnel and Administration.
- Human Resources Analytics and Reporting: Compile and analyze various HR metrics (requisition to offer, requisition to hire, performance management, etc.) utilizing Excel and PL/SQL queries; provided reports to leadership, the Governor's office, and the Department of Personnel and Administration.
- Human Resources Consultation (Workforce and Managerial): Provided recruitment advice and strategy to hiring managers, specializing in hard to fill positions; consulted with supervisors and employees concerning employee relations issues; assisted in succession planning; and provided career planning advice to employees and applicants.
- Lean champion: Facilitated meetings on various department Lean projects (primarily call center, website, and HR processes); executed actionable items; identified strengths, weaknesses, and opportunities; and secured stakeholder buy in.

Human Resources Specialist, Department of Human Services February 2004-August 2006

- IT (network, desktop, and applications), Vocational Rehabilitation, and Administrative Assistant Recruitment.
- Job Evaluation, Compensation: Evaluate job descriptions to determine appropriate classification based on position's decision making, complexity, and line/staff authority; and recommended and approved the appropriate level of compensation.

Executive Assistant

April 2003-February 2004

- Executive support for the CIO, CTO, and Human Resources Director.
- Queried and managed the employee Access database for the Human Resources Director, providing reports as requested.
- Calendar management, extensive scheduling, and large and small scale event planning.
- Kronos time keeper: Monitored FLSA non-exempt employees time; entered leave for

employees; provided monthly reports.

- Performance Management: Route and track performance plans and evaluation. Report on compliance in Excel.

Education

University of Denver

August 2008-June 2011

Master's Degree in Library and Information Sciences, emphasis on Information Technology and Knowledge Management

Metropolitan University of Denver

January 2001-December 2003

Bachelor of Arts Degree in History, Minor in Public Administration

Skills

- Microsoft Office, SharePoint, Gmail, Drive, and Adobe Professional proficiency.
- Experience with PL/SQL queries and Salesforce development.
- Experience in creating and implementing surveys utilizing Google, SharePoint, and Survey Monkey. Interpret results in Excel, SPSS, SAS University Edition, and DataPlot.
- Excellent presentation, oral and written communication skills.
- Well versed in social media.