

Erin S. Perkins

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OBJECTIVE:

Obtain an entry-level Human Resources role that will maximize outstanding interpersonal communication skills, while building and enhancing knowledge in the field.

EDUCATION & ACTIVITIES

University of St. Thomas, St. Paul, MN

September 2012- May 2017

- Bachelor of Arts in Business Administration- Business Management
- Bachelor of Arts in Psychology

GPA: 3.31, Dean's List Recipient for academic excellence

SHRM UST Chapter -Executive Board - Director of Community Relations and Development

2015-2017

- Coordinated and organized volunteer opportunities for members
- Marketed and advertised events via social media platforms and public speaking
- Contributed ideas for the recruitment, retention, and satisfaction of board members
- Led monthly chapter meetings

WORK EXPERIENCE

Human Resources Employee Service Representative – U.S Bank, Minneapolis, MN

October 2018- Current

- Provide comprehensive support to all US Bank employees, alumni and candidates
- Interact and serve as the primary point of contact to provide excellent customer service to ensure the accurate and timely resolution of all inquiries for assistance through multiple channels
- Assist incoming candidates with all questions and concerns regarding interviews, offers, and onboarding processes
- Utilized US Bank's applicant tracking system used for personal candidate information
- Interface with, and develop relationships with hiring managers, recruiters, and candidates to facilitate effective communication
- Rapidly navigate among many different HR systems for a variety of different inquiries: Peoplesoft, Equifax, Taleo, Column Case Management, Kronos, Time Transmittal, and ADP.
- Identify trends and patterns in call volume and topic areas in order to provide recommendations in the areas of communication, issue resolution, online content and operations support.
- Provide Administrative support for HR Business Partners

Intern- TCSHRM Twin Cities Society for Human Resource Management, St. Paul, MN

Summer 2017

- Handled all administrative responsibilities and counseled Twin Cities HR professionals to maximize their membership experience in terms of job postings, professional certification courses, and HR webinars.
- Researched, created, and presented to board members a strategic social media plan and restructuring of the membership acquisition process.
- Assisted in the organization and planning of many networking and other events to increase membership engagement.

Human Resources Intern- Midwest Medical Holdings, Mounds View, MN

Summer 2016

- Assisted in the recruiting and hiring process, including online job postings, reviewing resumes, conducting phone screens and in-person interviews, making job offers and negotiating starting pay
- Created templates and wrote job descriptions for over 20 technical jobs
- Consistently led new employees in orientation procedures by outlining handbook, collecting I-9

- Studied and applied employment law and compliance, regarding employment eligibility, diversity and inclusion, confidentiality, proper maintenance of employee files, and forms management
- Researched and worked regularly with multiple HRIS software systems

Student Office Administrative Assistant- University Relations, University of St. Thomas, St. Paul, MN **2012-2015**

- Communicated through phone calls with alumni, media, and other callers; answering or referring their inquiries
- Organized name badges for departments by proofing order forms, taking inventory, and keeping a financial ledger
- Assisted in planning events such as state fair giveaways and neighborhood relations festivals for three consecutive summers