

Stefan Gartner

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QUALIFICATIONS PROFILE

Accumulated more than two years of relevant human resources support experience. Offering specialized knowledge in the following areas:

HR Administration - Sourcing/Recruitment - Talent Acquisition - Staffing/Scheduling - Training & Development - Database Management - Filing/Recordkeeping - Labor Law Compliance - I-9 Compliance - On boarding - Employee Relations - Strategic Planning - Conflict Resolution - Performance Management

Offering **Bachelor of Science Degree in Labor Studies and Employment Relations, Psychology Minor**. Highly proficient in all MS Office applications ('03, '07, and '10) and nine HRIS software platforms:

Word, Excel, Outlook, PowerPoint, Access, OneNote, SharePoint, ADP v5, SAP, KRONOS, Lotus Notes, Oracle PeopleSoft, Ceridian, ReportSmith, CITRIX, and RQ4.

EDUCATION

B.S. in Labor Studies and Employment Relations, Psychology Minor *Class of 2009*
The Pennsylvania State University – University Park, Pennsylvania

Relevant Coursework: *Business Side of HR – Current Issues in Strategic HR – Labor & Employment Law
Conflict Resolution Theory – Staffing & Training – HR & Globalization – Occupational Health: Policy/Practice*

RELEVANT EXPERIENCE

Admissions Counselor *March - July 2012*
Ashford University – Denver, Colorado

- Scheduled and conducted more than 200 admissions interviews to determine if students were admissible.
- Utilized heavy e-mail and telephone correspondence to educate more than 3,400 prospective students about B.A. programs within the College of Health, Human Services, and Science.
- Worked directly with manager and teammates to provide best-in-class service and guide 62 students through admissions process. Ensured 100% compliance with FERPA and Dept. of Education laws.

Recruiter (Four-month temporary assignment) *September 2010- January 2011*
American Income Life – Pittsburgh, Pennsylvania

- Sourced potential candidates for 28 open agent positions within Pittsburgh, Erie, and Morgantown offices. Expanded workforce by 26.5% within 18 weeks. Responsible for sourcing 17 new agents.
- Utilized online resume banks to identify and initiate contact with more than 2,900 active & passive candidates; developed four highly effective job descriptions and posted on relevant job boards.
- Employed heavy telephone and e-mail correspondence to schedule more than 344 preliminary interviews with team of three hiring managers; surpassed initial interview goal by 44.

Human Resources Assistant (Six-month temporary assignment) *February - August 2010*
Volt Workforce Solutions (Heinz North America) – Pittsburgh, Pennsylvania

- Tracked SRM software training progress for more than 1,200 employees across 14 factories and 3 corporate locations; resulted in prompt and successful implementation of Project Keystone.
- Analyzed more than 1,300 employee feedback responses taken from post-training surveys; extracted common themes and developed reports; provided weekly updates to HR managers during meetings.
- Served as chief liaison for HR team of eleven factory managers during internal I-9 audit; employed e-mail and telephone correspondence to oversee correction of more than 500 I-9-related issues.
 - Performed policy research; successfully completed seven hours of I-9 compliance U.S. Dept. of Labor training; ensured 100% compliance with the Immigration Reform and Control Act.

Human Resources Coordinator (Six-month seasonal assignment) *April - October 2009*
Service Systems Associates (Pittsburgh Zoo & PPG Aquarium) – Pittsburgh, Pennsylvania

- Conducted five weekly training sessions for 76 associates in proper operation of POS software, customer service best practices, correct workflow processes, workplace safety policy, guidelines and procedures.
- Administered on-boarding duties; processed and filed new hire paperwork via KRONOS, Lotus Notes, and Excel; ensured 100% compliance with local, state, and federal labor laws and regulations.
- Created and revised weekly work schedule for more than 140 seasonal employees within retail, food-service, and catering departments.

Human Resources Intern *May - July 2005*
Service Systems Associates (Miami Metro Zoo) – Miami, Florida

- Utilized relevant HR metrics to identify competency gaps among newest retail and food-service workforce; brainstormed future employee development strategies in collaboration with management.
- Conducted four new-hire orientations and seven training sessions for 26 new retail and food-service associates.

ADDITIONAL EXPERIENCE

Senior Wireless Consultant *April 2011- March 2012*
Spring Communications (AT&T Wireless Services) – Lakewood, Colorado

- Effectively handled all customer inquiries in friendly and helpful manner; assisted new and existing AT&T customers throughout the process of selecting appropriate service plans and new equipment.
- Completed daily administrative functions such as processing customer contracts, accepting payments, transferring products from inventory, coordinating equipment upgrades, and filing completed orders.

Assistant Manager of Retail Operations (six-month seasonal assignment) *April - October 2008*
Service Systems Associates (Pittsburgh Zoo & PPG Aquarium) – Pittsburgh, Pennsylvania

- Performed market research, analyzed sales trends, and forecasted future merchandising and labor needs; generated six month business plan to satisfy retail's future financial goals and objectives.
- Conducted monthly product inventory, received daily warehouse shipments, and processed invoices. Handled guest inquiries when needed.

VOLUNTEER, MEMBERSHIPS, & AFFILIATIONS

Alpha Tau Omega Fraternity, Gamma Omega Chapter *February 2005 - Present*
Alpha Nu Pledge Class, Fall 2004 – State College, Pennsylvania

- Greek Sing Chair (Spring '06) - Fall Rush Chair (Fall '06) - Leading Fundraiser for THON ('04-'08) - \$43,432.

The Penn State University / IFC – Panhellenic Dance Marathon *February 20 - 22, 2007*
2007 Dancer #116B, Bryce Jordan Center – University Park, Pennsylvania

- Raised \$11,543 toward Four Diamonds fund, children with pediatric cancer treated at the Hershey Medical Center; danced 46 consecutive hours without sitting—represented Alpha Tau Omega / Zeta Tau Alpha.

The Society of Human Resource Management (SHRM) *March 2009 - Present*
