

LIZETTE COLLAZOS

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SUMMARY OF QUALIFICATIONS

20+ years of professional experience in the field of Human Resources Management, to include Payroll, Recruitment, Employee Relations, Customer Service and Hospitality. Highly effective at achieving business objectives by incorporating competent and creative leadership skills, effectively communicating with all level of internal and external customer, and maintaining a high level of employee morale utilizing innovative and traditional methods.

KEY SKILLS

- Recruitment and Retention
- Employee Relations
- Payroll and Compensation
- State and Federal Compliance
- Wage Garnishment
- ACA Regulations
- Benefit Administration
- Accurate maintenance of personnel records
- Exceptional written and verbal skills
- Attentive interpersonal skills
- Intermediate to advanced computer skills, to include ADP, Kronos, Paylocity, MS-Office Suite
- Written and verbal fluency in English and Spanish, receptive understanding of Portuguese
- Strong time management and attention to detail.

PROFESSIONAL SUMMARY

Lavu Inc., Albuquerque, NM 2018-2019 (Relocated to CO)

Human Resources Generalist (Interim HRD) – Full cycle HR for staff of 140+

- Partner with Leadership Team to identify need for processes and training.
- Stepped into interim HRD role upon exit of existing HRD.
- Process Payroll for 140+ employees in Albuquerque and Florida.
- Act as JTIP SME to secure funding for recruitment of additional staff in all areas of business.
- Partner with Paychex on developing and implementing training programs.
- Recruit, process all new hire paperwork and conduct New Employee Orientation.
- Worked closely with COO and CEO on rollout of new strategies and structural alignment.
- Conducted coaching, counseling, terminations and exit interviews.

Capital Solutions Bancorp, Boynton Beach, FL 2014-2016

Human Resources Business Partner – Full cycle HR Management for staff of 75 employees.

- Identify staff vacancies, implement recruitment strategies, and source qualified candidates via social media platforms and traditional job boards.

- Partner with Management Team to develop creative and successful incentives to boost employee morale and maintain low attrition levels.
- Company Benefits: Work with controller and broker to review benefit plan options, hold virtual open enrollment meetings, process COBRA related paperwork, abide by ACA regulations, and respond to all benefit related inquiries.
- Conduct new employee orientation, corrective counseling sessions and exit interviews.
- Respond to and interact with all level of employee in a professional and timely manner.
- Process payroll.

Southern Specialties, Pompano Beach, FL 2011-2013

Human Resources Manager – Full Cycle HR Generalist for staff of 150 including seasonal and temporary staff.

- Processed payroll and time and attendance for 150 employees (permanent and temporary), utilizing ADP and Paylocity payroll software and Kronos timekeeping system. This included processing wage garnishments, bonuses and commissions.
- Responsible for full cycle recruitment and on-boarding of new staff.
- Processed drug testing and background screenings.
- Processed benefit enrollment paperwork and maintain benefit files.
- Worked with Department Managers on resolving employee issues as needed, to include ensuring proper protocol and documentation were followed.
- Conducted quarterly audit of all personnel files and I-9 forms to ensure compliance.
- Partnered with Human Resources Director on annual evaluations of job descriptions.
- Worked with staffing agencies to fill seasonal operational staffing needs.
- Prepared responses for unemployment claims, to include attending unemployment hearings.
- Processed worker's compensation and injury reports.
- Maintained Vacation and Sick (PTO) accrual bank.
- Managed security key card entry system.
- Assisted Human Resources Director and Executive Management Team on special projects as needed.

World Travel Holdings, Orlando, FL 2007-2010

Human Resources Specialist/Business Partner – Managed and oversaw all HR Specialist related duties for the 3 Florida based offices and a team of 'at home' agents = 300+ employees.

- Responsible for the recruitment, retention and employee relations for the Orlando, Fort Lauderdale and Miramar offices in Florida, as well as a team of virtual agents spread throughout the US.
- Served as Project Manager for recruitment projects to determine best practices for 'ramp up' staffing prior to high wave season. This included recruiting an internal team to assist with testing and scheduling interviews.

- Worked with managers at each location on performance management, succession planning, determining sales trends, monitoring agent sales performance and attendance, employee relations, coaching/counseling, promotions and terminations.
- Conducted benefit open enrollment meetings at each location as well as virtually for the at home agents; answered benefit related questions for employees at each location.
- Ensured HR processes, procedures and protocol were followed. Acted as a consultant to counsel management and staff on outstanding employee related issues, low performance, promotions, suspensions, terminations and job description development.
- Prepared responses to unemployment claims, attended hearings as the Company representative and prepared appeals when necessary.
- Advised employees on PTO, FMLA and company leave of absence program.
- Led virtual R&D project.
- Conducted ‘disparate impact reporting’ and partnered with EVP Team in preparation of company reduction of force (RIF), this included preparing severance packages and holding RIF meeting with staff members affected.
- HR Mentor to junior level HR Team.
- Responsible for Event Committee Budget for all Florida Offices.
- Assisted in any and all operational needs to include working with Facilities Manager on suspicion of mold.

The Peabody Orlando, Orlando, FL 2000-2005

Employment Manager – Responsible for full cycle recruitment for all open positions while maintaining hotels standards of excellence.

- Responsibilities were all tasks that included filling any and all open positions, with the most qualified candidates. This included coordinating panel interviews, attending job fairs, actively working with department managers to foresee future staffing needs, working with staffing agencies, creating in-house incentives for employee referrals, utilizing traditional recruitment methods.
- Processed drug testing and criminal background checks.
- Maintained and audited I-9 logs to ensure compliance.
- Organized and conducted annual random drug testing and driving record reviews for security staff and hotel drivers.
- Responsible for annual employment/recruitment budget.
- Managed a team of two recruiters.
- Voted ‘Best Department and Staff’ by executive committee.

CONSULTING EXPERIENCE

- Consulted for a startup outsourcing company on Recruiting ‘best practices’. 2015
 - Consulted for a newly opened Fort Lauderdale restaurant on Human Resources related procedures, to include developing the employee handbook. 2011
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EDUCATION

University of Central Florida
Bachelor's Degree in Legal Studies

Coaching for Excellence
Fierce Conversations