

# MELISSA SOUZA

Denver CO 80219

Melissaasouza12@gmail.com

619-750-9326

---

## PROFESSIONAL OBJECTIVE

To align myself in a Human Resources position where my skills and experience can contribute to the department and to the company, and the position provides the opportunity for personal and professional growth along with new challenges.

---

## PROFESSIONAL EXPERIENCE

### FALCK ROCKY MOUNTAIN Aurora, Colorado (07/2015 – present)

#### *Human Resources Manager*

- Oversight of all Human Resources programs for an operation of 160 employees in Colorado state
- Management of full employee lifecycle- recruitment process, screening procedures, onboarding, performance management, corrective action, termination
- Direct participation in workplace investigations, as well as training of leadership team to conduct effective, thorough and objective investigations, complete associated documentation and maintain confidentiality
- Provide guidance to Supervisors and other Managers related to policy updates, administration of performance reviews, and execution of team goals
- Analyze data collected from current and former employees to aid in retention and employee satisfaction
- Perform regular internal audits to ensure accuracy of HRIS data and complete employee files

### FALCK USA Bothell, Washington (01/2013 - 07/2015)

#### *Human Resources Generalist*

- Provide Human Resources support to start-up operations of Falck USA throughout the United States:
  - Recruiting and onboarding
  - Benefits enrollment and updates
  - Harassment prevention training
  - Support Operational staff with investigations and discipline
- Collaborate with vendors and Falck team members to institute changes to systems utilized by Falck
- Annual reporting to the Equal Opportunity Employment Commission
- Training of Critical Incident Stress Management personnel

### RURAL/METRO AMBULANCE Everett, Washington (03/2007 - 01/2013)

#### *Clinical Administrator*

- Oversight of certification and training processes for newly hired employees
  - Coordinated Field Training Officers and facilitated in-house training events
  - Compiled employee, customer, and agency feedback to measure effectiveness of established initiatives for continuous improvement and creation of new goals
  - Collected data and compiled statistics for monthly and annual education and safety reports, and communicated the results to both management and the employee base
- 

## EDUCATION

**Bachelor's Degree- Psychology** from SAN DIEGO STATE UNIVERSITY (12/2003)

**Professional in Human Resources certification** from HR CERTIFICATION INSTITUTE (11/2016)

---

## SKILLS

- Proficient with all Microsoft Office applications
- Skilled with Paylocity and ADP (HRIS), CandidateCare applicant tracking, and Net Scheduler online systems
- Leadership Development
- Cultural Competence