

---

# MONICA HALL

---

Longmont, 80503 CO | 303-834-5574 | monicahall0824@gmail.com

---

## Professional Summary

---

I'm a dynamic and results-oriented Branch Manager with a passion for leading teams, growing revenue, and delivering exceptional customer service. With strong expertise in operations, sales strategy, and staff development, I've consistently driven performance and exceeded branch targets. I thrive in fast-paced environments, solving problems efficiently while building lasting client relationships and fostering team success.

---

## SKILLS

---

- Team Leadership
  - Clear Communication
  - Client Relations
  - Time Management
  - Quick Decision-Making
  - Budget Management
  - Sales Forecasting
  - Staff Scheduling
  - Report Analysis
  - CRM Proficiency
- 

## WORK EXPERIENCE

---

### Branch Manager | Account Manager Ascend Staffing

01/2021 to 04/2025

- Directed daily branch operations, including payroll management and full-cycle recruitment, onboarding, ensuring seamless workflow and audit compliance.
- Enhanced customer satisfaction by improving service and resolving client staffing issues efficiently and professionally.
- Consistently surpassed branch performance by targeting qualified candidates through various outlets and motivating team productivity.
- Cultivated and maintained long-term client relationships, leveraging tools like COUPA, Zenople, and Staffsute to optimize staffing solutions and drive revenue growth.
- Handled full lifecycle of workers' compensation claims—investigated incidents, submitted reports, liaised with providers and adjusters, and ensured prompt claim closure in accordance with state regulations.
- Managed 125 associates.

### Administrative Assistant/HR CONTRACT CUSHMAN, LLC

11/2019 to 08/2020

- Maintained accurate financial records for accounts and project budgets.
- Handled administrative tasks including calls, letters, and office coordination.
- Supported accounting duties such as tax prep, and processing refunds.
- Organized and archived documents for quick and efficient retrieval.
- Streamlined invoice processing to ensure timely vendor payments.

### Cellular Business Coordinator (Contract) CONTRACT BI/GEO, INC

07/2019 to 10/2019

- Oversaw repair coordination for SL2 product line, ensuring efficient handling of customer-owned units using FIFO methodology.
- Managed scheduling and prioritization of service activities to meet project timelines and client expectations.
- Updated billable repair and service records accurately using the Syteline database.
- Supported operations in shipping/receiving, documentation, phone routing, and material control tasks.
- Fostered strong client and vendor relationships by delivering timely, solution-oriented customer support.

**Staffing Manager | Account Manager**  
**BLUEPRINT SKILLED SERVICES**

**06/2018 to 06/2019**

- Managed a pipeline of skilled candidates to meet ongoing and future staffing demands.
- Designed staffing strategies and supported hiring for Commercial Construction projects in Colorado and Wyoming.
- Collaborated with top firms like Whiting-Turner, FCI, AP Construction Inc and GH Phipps to fulfill project workforce needs.
- Conducted full-cycle hiring with strict adherence to I-9, EEV, DMV, and DORA compliance.
- Facilitated smooth onboarding through organized documentation and thorough background checks.
- Managed 100 associates

**Staffing Consultant | Account Manager**  
**EXPRESS PROFESSIONAL EMPLOYMENT**

**03/2017 to 01/2018**

- Led full-cycle recruitment for Temp, Temp-to-Hire, and Direct Hire roles, handling sourcing, interviewing, onboarding, and retention.
- Processed payroll, completed employment verifications, and maintained accurate data entry across systems.
- Monitored Performance Selection System (PSS) while ensuring compliance with federal/state regulations as an ASA-certified professional.
- Conducted client site tours, negotiated pay/bill rates, and managed background checks, DMV screenings, I-9s, and all pre-employment screenings.
- Utilized ATS and O/4 software to track candidates, streamline workflows, and support recruiting operations.
- Managed 150 associates

**Staffing Account Manager**  
**COLORADO NETWORK STAFFING**

**05/2016 to 02/2017**

- Managed key client accounts by delivering customized staffing solutions and ensuring service satisfaction.
- Oversaw full-cycle recruitment processes to fill temporary, temp-to-hire, and direct hire positions across multiple industries.
- Built strong client relationships through regular communication, performance reviews, and workforce planning.
- Negotiated contracts, bill rates, and terms while ensuring compliance with labor laws and internal policies.
- Collaborated with recruiting teams and utilized ATS platforms to track candidate progress and streamline placements.
- Managed 50 associates

**Staffing Manager**  
**ELWOOD STAFFING, LLC**

**01/2014 to 01/2016**

- Directed end-to-end recruitment, including interviewing, onboarding, work assignments, and retention-focused coaching.
- Collaborated with managers and clients to address workforce challenges and ensure smooth operations.
- Built and sustained strong business relationships to support long-term staffing partnerships.
- Assessed hiring needs and created strategic, goal-driven staffing plans to meet client objectives.
- Conducted pre-employment screenings including drug tests, background checks, DMV reports, and employment verifications.
- Managed 200 associates

---

**Certifications**

---

- OSHA - 10
- RAD Instructor

- F.A.S.T Certification

---

## **OTHER WORK HISTORY**

---

PERSONAL BANKER, US BANK, 2012, 2014, LONGMONT, CO GOVERNMENT ACCOUNT SPECIALIST, COMM-TECH/CAD CAM SYSTEMS, 2007, 2012, BOULDER, CO

---

## **References**

---

References available upon request