

TAYSHA RIVERA

Lakewood, CO
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HUMAN RESOURCES ♦ ADMINISTRATIVE SUPPORT ♦ RECRUITMENT

A highly talented, *bilingual* administrative professional and customer service advocate with experience providing exceptional support and ensuring projects are completed on time and with extreme confidentiality. Extremely accurate and organized with strong skills in scheduling, reception, organization, document preparation and creating a warm, welcoming environment for clients. Strive in fast-paced environments performing regular and recurring duties independently without supervision. Self-starter with excellent oral and written communication skills. Proven team player with the ability to work with people at all levels of a corporation.

SELECTED HIGHLIGHTS

- Familiarity with HR databases (ADP & Dayforce), Applicant Tracking Systems (ATS) and Candidate Management Systems (CMS)
- Demonstrate high-level abilities of various computer software programs and fluency in using software packages (MS Office: Access, Excel, Word, PowerPoint, Outlook).
- Extensive timekeeping and payroll skills.
- Proven experience in providing the highest level of customer service
- Experienced managing employees and strive in developing individuals to their greatest potential
- Excellent communication skills proven by the ability to lead and interact with people from diverse backgrounds.

CORE COMPETENCIES

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|--------------------------|--------------------------|--------------------------|
| ▪ Customer Service | ▪ Administrative Support | ▪ Client Relations |
| ▪ Call Center Management | ▪ Crisis Management | ▪ Human Services |
| ▪ Payroll | ▪ Clerical Duties | ▪ CRM/Client Software |
| ▪ Schedule Management | ▪ Conflict Resolution | ▪ Hospitality background |

PROFESSIONAL EXPERIENCE

Viva Talent Solutions ♦ Lakewood, CO ♦ 2021-Current Staffing Manager/Social Media Manager

- Secure current nursing positions with extension contracts while acquiring new CNA, LPN, and RN talent and placing them in contract positions
- Facilitate & coordinate interviews for candidates with facility leadership and coordinate with other HR managers on extending offers to qualified candidates.
- Manage online recruiting system in order to post, track, schedule, & process candidates & job requisitions.
- Manage company social media pages including Facebook, Instagram, and Linked IN.
- Facilitate new hire orientations and training with temporary staffing employees for a proper transition to the assignment.

- Perform administrative duties by completing reference and background checks, customer service to applicants and clients to meet needs, and prepare semi monthly payroll.
- Collaborated with VP of HR on various projects, such as policy reviews, training and development programs, succession planning and compliance reporting.
- Created and maintained a program for college recruitments to offer a sourcing pipeline of qualified candidates for entry-level healthcare positions.

Randstad Staffing ♦ Farmington, CT ♦ 2016-2020
Staffing Manager/Recruiter

- Ensured that my clients had qualified candidates on site to carry out assignments.
- Met my goal of interviewing 25 candidates per week.
- Processing USAA background checks, collaborating with quest diagnostics to order drug tests while testing candidates on site using rapid drug screenings, using ADP to hire candidates and screen them.
- Process payroll every Tuesday and ensure all employees have entered their times correctly into the Timeclock system.
- Using Monster, Indeed, and social networks to recruit candidates to fill my client's needs.
- Point of contact between the employees and clients in case of callouts and late arrivals.
- Benefits specialist for all new hires. Explaining medical, dental, and vision plans and enrolling them, also working with pension and 401k plans.

Department of Social Services ♦ Hyattsville, MD ♦ 2016
Case Worker

- Demonstrated outstanding case management (caseload of up to 78) and dedication to clients, as evidenced by repeated promotions throughout tenure.
- Assisted clients with SNAP and TANF application process.
- Resolved customer service queries with problems in casework as assigned by a case manager.
- Assisted clients with domestic violence and shelter crisis intervention working closely with community resources to help accommodate families.
- Implemented a customer survey for clients who were unhappy with their experience in the office to better help the caseworkers with future encounters.
- Translated for Spanish clients into different departments within the organization.
- Exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.

Foley Carrier Services ♦ Hartford, CT ♦ 2013-2015
Compliance Representative

- Developed an innovative system of liaison with customers to maintain compliance with the Department of Transportation by selling them necessary services.
- Delivered exceptional customer service to over two thousand callers monthly.
- Developed comprehensive corrective plans for companies who recently failed safety audits.
- Established mechanisms for the speedy processing of permits for commercial motor vehicle companies.
- Encouraged client retention and customer loyalty by making welcome calls to companies who just enrolled with Foley's services to ensure that all questions were answered during sale calls.

Walt Disney World ♦ Orlando, FL ♦ 2011-2013

Housekeeping Manager/Guest Service Representative/Auditor Supervisor

- Greeted guests upon arrival to the resort and accessed their information to proceed to check in to achieve a comfortable seamless check in experience.
- Served as the intermediate between guests and other departments in the hotel relaying their requests to bell person, valet, and housekeeping so that the customer experience was a pleasant one.
- Used customer service skills to answer all questions, referred disputes to the relevant parties and manage children lost from their parents.
- Generate reports outlining room occupancy totals, daily transactions, revenue totals, and other figures for management review.
- Settle credit card charges through batch processing.
- Ensure 3rd party reservations have been properly processed.

Human Resources Agency of New Britain ♦ New Britain ♦ CT 2007-2011

Administrative Assistant

- Developed a system for the efficient scheduling of appointments for members of the community desirous of applying for assistance.
- Collaborated with Medicare, Medicaid and private insurance providers to resolve billing issues promoting customer satisfaction and client retention.
- Developed a docu-management system which facilitated the creation and maintenance of spreadsheets using advanced Excel functions and calculations to develop reports and lists.
- Developed a warm, inviting and clean office/reception area to greet guests and escort them to the appropriate party
- Scheduled meetings for numerous executives and ensured accuracy and time management
- Incorporated technology into the office to increase efficiency and productivity

EDUCATION

Northern Virginia Community College, Alexandria, VA: 2017

Associates in Business Administration

ADDITIONAL CREDENTIALS

TECHNICAL SKILLS

Microsoft Office – Word, Excel, Outlook, Powerpoint; DataTrac Operator, POS Systems and Cash Registers, 58wpm, CRM proficiency, Linux software savvy

LANGUAGES

English (fluent), Spanish (fluent)