

# DANZ ALAN MARTINEZ

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## ***Offering a Proven Track Record of Organizational Efficiency and Productivity Improvements for Human Resources***

***Dedicated HR professional*** with three years of experience managing a full spectrum of human resources programs, services and functions. Strong command of employment laws, compliance issues and benefit plans.

***Proven success introducing process improvements***, stock-option plans, recruitment programs, and staff-development initiatives driving corporate goal attainment. Expert communicator – able to resolve conflicts and negotiate win-win outcomes.

### Core Knowledge and Skill Areas:

- ◆ Benefits / Payroll Administration
- ◆ Confidential Record Keeping
- ◆ Labor & Employee Relations
- ◆ Staff Recruitment & Retention
- ◆ Employee Development & Training
- ◆ HR Policies & Procedures
- ◆ Legal Issues & Compliance (FMLA, EEO, OSHA)
- ◆ Contract Negotiations / Administration
- ◆ Orientation Processing

## PROFESSIONAL EXPERIENCE

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### **Bright Horizons Family Solutions**

*Customer Care/ HR Specialist*

Denver, CO

(2013-present)

Provide positive impact through my passion for helping people with a company named by FORTUNE magazine as one of the “100 Best Companies to Work For” Manage a broad range of HR functions including payroll administration (100+ employees), benefits/401(k) stock option plan enrollment and administration, ADP HRB database co-administration, personnel file management, HR policy development, employee screening using USCIS E-Verify, employee hiring, orientation, and staff training/development programs.

- Developed trust with internal staff and external clients and vendors by providing excellent follow-up, feedback, policy information, and communication by telephone, e-mail and in person
- Responsible for tracking any changes I associates contracts or personal information, updating the HR Systems and databases accordingly and confirming in writing to associates
- Employee Relations: associating and conducting disciplinary/grievance meetings, advising HR managers on performance management reviews
- Communicating and updating company policies
- Handing incoming calls for one or more lines of business that include taking reservations, schedule client appointments and researching that status of education needs under our EdAssist Educational program
- Assisted with developing new hire orientation
- Educating clients on Bright Horizons’ services programs, benefits, policies, checking service availability, and opening cases as needed for HR Managers
- Completing reservation process, placing outgoing calls to providers and forwarding employee relation issues to the appropriate HR manager in the region.
- Training and Development: supporting and facilitating in-house training programs for engineers and technical staff.
- Maintaining a high level of customer satisfaction for all incoming issues

**Alpine Access - Corporate**

Denver, CO

*Human Resources Coordinator*

(2010-2012)

Manage a broad range of HR functions including payroll administration (100+ employees), benefits/401(k) stock option plan enrollment and administration, ADP HRB database co-administration, personnel file management, HR policy development, employee screening using USCIS E-Verify, employee hiring, orientation, and staff training/development programs.

- Gained knowledge of principles and procedures for personnel recruitment, selection, training, labor relations and negotiation.
- Provided counseling and direction to Managers and others in the areas of employee relations by offering coaching and guidance on policy adherence, interpretation, and grievances by phone, email, etc.
- Handled all ER investigations including difficult/complex issues to full resolution ensuring that they are done in a fair and consistent manner and reflect the company policy and procedures.
- Partnered with ER Manager, Director and Legal when required to review difficult ER cases and prepare for legal documentation for court proceedings, EEOC issues, unemployment claims and unemployment hearings.
- Implemented results-oriented action plan to reduce turnover.
- Maintained professional, position and productive work relationships with Clients and Account Managers.
- Recognized by clients for providing exception HR FMLA ADA LOA Presentations to Management (Microsoft, Office Depot, Sprint, American Express and General Electric)
- Assisted with developing new hire job descriptions and orientations.
- Researched, developed curriculum for, and conducted HR department training covering current federal/state employment laws, FMLA/ADA policies, and background-check procedures
- Maintained records, reports, and logs pertaining to applicant flow procedures
- Have successfully investigated over 50 EEO and ADA/FMLA concerns
- Effectively resolved business challenges by partnering with staff and management on HR concerns
- Maintained Human Resources Information System Records for medical, FMLA, and ADA leave of absence

**EDUCATION AND TRAINING****Metropolitan State University**

2009

Associates Degree in Business Administration

***Professional Development Highlights***

- Advanced Excel
- Wage and Hour Law Update
- Seminars: Workplace Violence, Employment Law, Recruitment & Selection Techniques, Compensation

***Computers:***

HRB HR Database y MS Office (Word, Excel, Access, PowerPoint), Reports Plus , Adobe Photoshop and Mac OS

