

# AMY CLOPTON, PHR, SHRM-SCP

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## PROFILE

Organized and reliable HR Professional bringing over eight years of experience in full spectrum of people operations. Self-starter who works collaboratively to build strong partnerships with employees at all levels within the organization. Consistently uses sound judgement to analyze information, solve complex problems and handle sensitive matters with discretion and care. Maintains a high degree of integrity while serving as a trusted advisor regarding company policies and multi-state employment law compliance.

## CORE COMPETENCIES

- Employee Relations
- Benefits Administration
- Policy & Procedure Development
- Employment Law Compliance
- Recruitment / Onboarding / Retention
- Training & Professional Development
- Coaching & Performance Management
- Strong Collaboration & Communication
- Risk Management
- Process Improvement
- Problem Solving
- UKG/UltiPro HRIS & Payroll

## PROFESSIONAL EXPERIENCE

**HR MANAGER**, *Sente Mortgage*, Austin, Texas

August 2021 – present

- Provide leadership and support for all aspects of HR including employee relations, federal & multi-state employment law compliance, performance management, compensation, benefits, payroll /HRIS, recruitment, onboarding, employee engagement and retention strategies.
- Support hiring managers with the recruitment process by advertising openings, sourcing and screening candidates, evaluating resumes, participating in the interview process, recommending candidates, extending verbal offers, administering pre-employment assessments and background checks and issuing formal offers of employment.
- Conduct a positive onboarding experience for new hires by providing an overview of company policies and procedures, a detailed review of benefits, assistance with the enrollment process and being a resource to answer questions.
- Administer company benefits and maintain positive working relationships with benefit brokers, carriers and vendors while serving as a liaison on behalf of team members.
- Manage the annual open enrollment process and provide communication, education and support to employees as needed.
- Work closely with the VP of Finance to administer and manage the company's 401k plan including annual audit.
- Make all payroll updates and process semi-monthly payroll using UKG/UltiPro.
- Advise managers and employees in multi-site locations on company policies and best practices.
- Review employee complaints, ensure accurate and timely documentation of concerns and work collaboratively to resolve issues.
- Facilitate annual performance management process and advise on annual increases and bonuses.
- Maintain employee records including employee files, payroll data, compensation information and up-to-date job descriptions.
- Train and consult with managers regarding the hiring process, payroll, compensation and benefits, employee performance and retention and all employee relations issues.
- Process employee separations and conduct exit interviews to identify trends in turnover and develop solutions to improve employee retention.

**HR MANAGER**, *American Campus Communities*, Austin, Texas

September 2016 – July 2021

- Collaborated with HR team on all functions of people operations including employee relations, benefits administration, training, leadership development and strategic planning of HR programs and initiatives that created an employee-oriented, high-performance culture with a focus on customer service, teamwork, quality and productivity.
- Administration of company benefits including working directly with insurance vendors and benefits broker on management and oversight of medical, dental and vision plans, flexible spending accounts, life /AD&D insurance, long and short-term disability, employee assistance programs, educational assistance and 401k.
- Coordinated with ADP and insurance broker on annual open enrollment process including communication to employees, monitoring enrollment activity and performing audits to ensure the successful completion of the annual enrollment process.

- Reviewed company policies and proactively developed solutions to improve efficiency and enhance the employee experience.
- Maintained accurate data in ADP Workforce Now HRIS including auditing system for data integrity, analyzing data to identify issues or trends, and creating custom reports as needed.
- Conducted monthly training for new managers and provided daily guidance to ensure legal compliance was maintained, company policies were consistently followed, and risk was significantly reduced.
- Conducted new employee orientation ensuring a positive and welcoming onboarding experience for all new hires.
- Supported a portfolio of over 40 multi-state properties by providing feedback and guidance to employees and managers that positively impacted communication, working relationships, recognition and overall employee engagement and satisfaction.
- Investigated employee complaints or concerns using sound judgment and strong problem-solving skills to resolve issues.
- Provided guidance to managers regarding coaching and performance management, disciplinary action and employment separations ensuring consistency and legal compliance was maintained.
- Managed company leave administration and FMLA including coordination of disability benefits and ensuring ADA compliance as needed with thorough documentation of the interactive process when considering accommodations.
- Handle worker's compensation claims for multi-state workforce and maintain OSHA regulatory and reporting compliance.
- Provide support during acquisition and disposition of properties including the onboarding and offboarding process.

**HR GENERALIST**, *American Campus Communities*, Austin, Texas

September 2014 – August 2016

- Served as trusted Human Resources advisor for corporate staff and 75+ properties in multiple states across the US including Texas, California, Arizona, Colorado, New York, New Jersey, Georgia, South Carolina, Florida, Tennessee, and Mississippi.
- Developed and implemented HR programs serving 75+ managers and 1,000+ employees in a complex environment.
- Advised managers on employee relations issues, conducted investigations when needed and consistently reduced legal risk while maintaining federal and state legal compliance and regulation.
- Strategic planning used to develop goals and systems resulting in continual improvement in procedures and efficiency.
- Communicated benefits information, conducted monthly webinars, and assisted with coordination of annual open enrollment.
- Strong attention to detail used in accurately updating employee information in ADP Workforce Now.
- Managed worker's compensation and unemployment claims for assigned properties resolving questionable claims and representing company in hearings.
- Created and updated job descriptions clearly documenting critical duties, expectations, and employee performance guidelines.
- Conducted weekly new hire orientation including I-9 verification and examination of I-9 documents.
- Assisted with pre-employment process of drug screening and background investigations.
- Continually updated and led monthly HR training for new managers.

## EDUCATION

**B.A. SPEECH COMMUNICATION**, *Texas A&M University*, College Station, Texas

## PROFESSIONAL CERTIFICATIONS

**SHRM-SCP - Society for Human Resource Management Senior Certified Professional** July 2021

**PHR - Human Resources Certification Institute Professional in Human Resources Re-certification**, November 2019