



# ASHLEE COLE

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## Summary

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Passionate and certified human resources professional with expertise in recruitment, employee relations, performance management, new hire orientation, and onboarding. Dedicated to fostering a positive workplace culture and prioritizing employee wellbeing and advancement. Seeking opportunities to further develop my HR career in a dynamic and growth-oriented environment.

## Skills

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- Human Resources Management
- Performance Management
- Creative Problem Solving
- Communication
- Leadership
- Recruiting
- Training Development
- Employee Relations
- Operating Systems: ADP Vantage, ADP Timesaver, MyADP, DailyPay, Revinat, Rave, iBuy Efficient, My Hotel Effectiveness, Microsoft Excel, PowerPoint, Outlook, Teams, Alliance Abroad, Oracle (familiar), Springer Miller System (POS) (familiar)

## Experience

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Lakeway Resort and Spa (Remington Hospitality) | Lakeway, Texas

**Human Resources Coordinator**

06/2022 - Current

- Led HR operations as Acting Area Director for three months, overseeing strategic planning, employee relations, and policy enhancements to optimize organizational effectiveness.
- Executed full-cycle recruitment processes, including posting open positions, applicant screening, conducting interviews, managing applicant documentation, and extending offer letters.
- Revitalized new hire orientation by modernizing onboarding materials, partnering with department heads to devise effective training plans, and customizing the experience to meet individual needs and preferences.
- Led company-wide compliance efforts by managing policies, conducting audits, and providing adaptive training, cultivating a culture of adherence.
- Ensuring OSHA compliance by implementing and maintaining safety protocols, conducting regular inspections, and providing comprehensive training, fostering a secure and compliant work environment.
- Managed termination processes, including generating termination reports, conducting exit interviews, and efficiently handling access deletion, ensuring a seamless transition during employee departures.
- Proficiently processed terminations, hires, rehires, leaves of absence, and data changes within the HRIS ensuring accurate and up-to-date employee records.
- Coordinated the arrival, housing, onboarding, and departure of all J1 visa inters, ensuring a smooth and welcoming experience.
- Administered centralized payroll processing, handling vacation, sick, LOA, incentives, bereavement, parental pay, and tuition reimbursement with precision.

- As the president of CARE committee, led employee engagement initiatives by planning and executing monthly events to boost team morale and cultivate a positive work environment.
- Played a key role in the takeover of 3 new hotels, facilitating the integration of HR processes and successfully onboarding over 80 associates, including Spanish-speaking team members.

Caldwell ISD | Caldwell, Texas

**Substitute Teacher**

08/2021 - 05/2022

- Followed lesson plans provided by the teacher to create an equal and consistent learning experience for the students.
- Remained up-to-date with emergency procedures to keep students and staff safe in emergency events.
- Supervised students during recess, break times, and dismissal periods to prevent injuries and fights.

BPL Plasma | Bryan, Texas

**Reception Supervisor/Designated Trainer**

08/2018 - 06/2021

- As a reception supervisor, it was my responsibility to oversee the reception area to ensure we were providing the best customer service possible
- Ensured all employees are following FDA regulations to ensure the safety of plasma donors
- Discussed job performance problems with employees, identifying causes and issues to find solutions.
- As a designated trainer, my responsibility was to train new employees on the Standard Operating Procedures for a medical receptionist.
- Cross-trained as a phlebotomist and laboratory technician.
- Responsible for creating and maintaining schedules for over 15 employees.

**Education and Training** 

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Texas A&M University | College Station, Texas

**Bachelor of Science in Women and Gender Studies w/ a minor in Psychology**

**Certifications** 

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SHRM-CP

**References** 

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- Erica Adamski, Associate Director of Sales & Marketing, Lakeway Resort and Spa, (302) 528-2719, ericaadamski@remingtonhotels.com
- Lucy Ledezma, Regional Director – HR Business, Reminton Hospitality, (214) 298-1681, lucyledezma@remingtonhotels.com
- Winston Portillo, Operation Supervisor, Grifols Biomat USA, (979)204-3804, winston.portillo@bplgroup.com
- Justin Barkley, Library Director (MLIS), T.L.L Memorial Library, (936) 526-9407, justin@dibolllibrary.com, Dance Team Booster Club President/ Friend
- Jennifer Kelly, Medical Biller for Robert Lindsey M.D., Dedicated Orthopedic Center of East Texas, (936) 630-8812, insl@dedicatedorthopedics.com, Mentor/ Friend