

Carmen Catalan
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Professional Summary

Dedicated and results-oriented Human Resources Specialist with extensive experience in organizational consulting and operational planning. Cross-functional communication expert with expertise in analyzing company needs, developing long-term solutions, and implementing a shared vision across business units or departments. A problem-solver with a comprehensive understanding of labor legislation and payroll procedures.

Experience

June 2023 - May 2024

HR and Payroll Assistant - Healthcare Staffing Agency

- Managed payroll for temporary, hourly and salaried employees.
- Established employee payroll files and updated existing files with new information.
- Onboarded new employees in time reporting and payroll systems.
- Processed employee rehires, transfers, terminations and withholdings. Prepared purchase orders and expense reports.
- Enforced payroll-related policies, procedures and regulations to adhere to changing company and governmental standards.
- Created, organized and maintained employee personnel files to keep sensitive data secure.
- Guided new hires through orientation and onboarding and explained documentation requirements to facilitate the HR process.
- Reviewed, investigated, and corrected errors and inconsistencies in financial entries, documents, and reports.
- Collaborate with HR and accounting teams to resolve payroll discrepancies
- Prepare and process invoices, credit memos, and other billing documents
- Ensure accurate and timely payment by reviewing and verifying invoices and payments
- Communicated with clients and internal teams to resolve billing issues and answer questions
- Meet monthly invoicing deadlines and ensure compliance with company policies and procedures
- Proficient in Microsoft Office, Quickbooks, ADP, and Elevate

January 2023 - June 2023

HR Assistant - Syneer Food USA

- Responsible for maintaining accurate and up-to-date records and documentation pertaining to human resources.
- Provided responses to frequently asked questions from applicants and employees regarding standard policies, benefits, hiring processes, etc.
- Ensured that Human Resource files and records were maintained with integrity and

confidentiality.

- Assisted candidates with application processes by answering questions about application, performing background checks, providing I-9 forms and handling drug screening paperwork.
- Conducts periodic audits of HR files and records to ensure all required documents are collected and filed in a timely manner.
- Processed paperwork related to grievances, performance evaluations, classifications and employee leaves of absence.
- Provided assistance with payroll processing, answering employee questions, resolving processing errors, and distributing checks to employees.
- Provide initial orientation to newly hired employees
- Coordinated the planning and execution of special events such as benefits enrollment, organization-wide meetings, employee recognition events, holiday parties, and retirement celebrations.
- Advanced computer knowledge of: Microsoft, Google, PayChex, and QuickBooks
- Knowledge of all employment laws, including Equal Employment Opportunity (EEO), Americans with Disabilities Act, and FMLA
- Organize and coordinate HR projects (meetings, training, surveys, etc.)

June 2021 - March 2023

Recruiter Specialist - HeyTutor

- Perform an accurate and unbiased review of applications and recorded interviews using JazzHR in order to make appropriate hiring decisions while meeting productivity standards.
- Follow up with candidates regarding pending applications, assessments, interviews, or job offers.
- Organize the onboarding of candidates by creating and extending offer letters.
- Provide candidates with answers to their questions regarding the application process, the interview process, the hiring process, and the onboarding process.
- Disposition of candidates who have yet to be selected for a position or who have yet to report for onboarding.
- Answer questions from leaders in work locations regarding candidate's applications or onboarding status
- Supported payroll processing, answered employee questions, resolved processing errors, and distributed employee checks.

June 2019 - January 2021

Zone Lead - Amazon Fresh

- Led and trained associates in customer service online services, involving freight inbound and outbound and center store tasks
- Oversee a team of 50 employees, communicating effectively to set priorities and expectations for each shift
- Supported payroll processing, answered employee questions, resolved processing errors, and distributed employee checks.

- Responded to employee inquiries regarding payroll and timekeeping.
- Safely operate a forklift, hand truck, and electric pallet jack to transport heavy merchandise
- Arranged one-on-one meetings to discuss ways we can improve our store's efficiency and effectiveness
- Conducted periodic audits of HR files and records to ensure all required documents are collected and filed in a timely manner.
- Provide initial orientation to newly hired employees
- Reorder or replenish items as needed by taking inventory or examining merchandise

March 2015 - May 2019

Server - Ihop

- Achieved high customer service standards while handling high-volume operations in a fast-paced, high-volume environment
- Communicated effectively with coworkers and management.
- Mastered point-of-service (POS) computer system for automated order taking
- Prepared, assembled, and presented meals according to safe food handling procedures
- Memorized traditional menu items along with the daily specials

Education

Associate of Science: Science, Technology, Engineering and Mathematic

Associate of Science: Biology

Associate of Arts: Social and Behavioral Science

Language

Spanish- A proficient translator and writer