

ASHLEY A. HOGAN

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SUMMARY

Dynamic and results-driven **Human Resources Administrator** and **Office Manager** with over 8 years of experience in HR operations, compliance, and office management. Proven track record of developing and implementing policies to streamline processes, increase efficiency, and ensure data integrity. Adept at coordinating onboarding, benefits administration, and employee engagement initiatives, while maintaining strong attention to detail and compliance. Skilled in managing HRIS systems, conducting audits, and supporting cross-functional teams to improve operational efficiency. Known for building positive work environments and driving continuous improvement through proactive problem-solving and leadership. Proficient in handling complex HR and administrative tasks, including financial analysis, immigration processes, and regulatory compliance.

HISTORY

Icertis Inc. | Human Resources Administrator & Office Manager | Bellevue, WA 98007 | 08/2022 – 07/2024

- *Developed & maintained internal SOP's policies to streamline HR processes to save time, money, & reduce errors by 90%*
- *Exercised keen attention to detail by maintaining HR data integrity in HRIS (INFOR) & Equifax by conducting routine audits*
- *Strengthen operations by coordinating new hire onboarding with payroll, finance, & IT to enhance efficiency*
- *Supported new hires by documenting employee enrollment in health benefits, life insurance, and 401(k) plans*
- *Analyze financial activities of establishments or departments & provide input into budget planning & preparation processes.*
- *Facilitated off-boarding for terminated employees by scheduling exit interviews & handling documentation*
- *Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, & proper procedures, correcting errors or problems*
- *Implement corporate or departmental policies, procedures, & service standards in conjunction with management*
- *Coordinate activities with other supervisory personnel or with other work units, departments, or ERG Groups, such as Social Committee & DEI Committee to boost employee morale*

Harnish Group, Inc. | Human Resources Assistant | Tukwila, WA 98188 | 06/2021 – 07/2022

- *Ensured efficient HR operations by administering tests & consumer reporting for prospective candidates, business intelligence reporting & retention projects, & employee opinion surveys*
- *Conducted quarterly audits of HRIS (UKG) data for accuracy & ensured timely correction, if needed*
- *Attracted top talent by organizing local job fairs & recruiting events to fill open positions*
- *Ensured all employee-related documents were securely saved & filed in a locked location per company standards*

Robert Half Legal (for Microsoft) | Senior Immigration Legal Assistant | Redmond, WA 98052 | 08/2016 – 06/2021

- *Facilitated the immigration process for non-citizens by coordinating with the immigration manager on visa-related issues & monitoring ongoing changes in compliance regulations*
- *Oversaw orientation by conducting weekly in-person events to successfully onboard up to 1K new employees in HRIS (SAP Success Factors) and Equifax*
- *Enhanced the immigration program by identifying & analyzing trends to foster a culture of continuous improvement*
- *Embraced challenges by tracking, managing, & re-verifying all work authorizations for visa-dependent employees to ensure continued employment eligibility*

Northwest Trustee Services, Inc. | Foreclosure Team Lead | Bellevue, WA 98003 | 02/2007 – 08/2016

- *Directed the administration of foreclosure processes for 8 states by evaluating the work & performance of 10 assistants*
- *Boosted productivity by strategically delegating work assignments to meet strict business deadlines*
- *Guaranteed the team complied with industry regulations, processes, & company policies by providing rigorous training & oversight to ensure 100% compliance*
- *Leveraged technological proficiency to set up foreclosure files in FTS (filing tracking system) & ELF (electronic filing) while organizing digital & paper documentation for easy retrieval*

SKILLS

Human Resources, Communication, Leadership, Time Management, Open Enrollment, On-Boarding, Off-Boarding, Customer Service, Compensation & Benefits, Applicant Tracking Systems, HRIS, Microsoft Office, Compliance & Reporting, Administrative Support

EDUCATION

Thomas Jefferson High School | High School Diploma | Auburn, WA 98001 | 08/2002 – 05/2005