

Dana Felix
Remote Human Resources Professional
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- Track record of fostering meaningful relationships both internally with staff and senior leaders as well as externally with vendors to continually meet deadlines, save organizations money and solve problems.
- Possesses excellent analysis, communication (verbal, written and presentation) and customer service skills which allow for a greater connection to staff.
- Strong understanding of the employee life cycle with proven success in streamlining onboarding and offboarding processes.
- Very tech-savvy with proficiency in SalesForce, DocuSign, Microsoft Office Suite, Google Suite, Paylocity, various Applicant Tracking Systems and HR Information Systems.

PROFESSIONAL EXPERIENCE

Divurgent | HR Analyst

Remote | 2019 - 2020

- First point of contact for daily queries from geographically dispersed employees, regarding offer letters, onboarding, benefits, and offboarding.
- Created 10+ offer letters per week and sent them to candidates via DocuSign.
- Took ownership of all onboarding activities (background check, drug screen, I-9, orientation, set first day expectations, compliance training, etc.) for 30+ Full Time hires and 5+ projects per month.
- Continuously looked for ways to streamline and improve the onboarding process by gathering and analyzing employee feedback resulting in money saved and decreased administration time.
- Monitored and tracked daily Salesforce data for all large scale projects which included data for 100 - 1000 employees at a time.
- Lead company compliance with all existing governmental and labor legal reporting requirements including any related to FLSA, the Department of Labor, and workers' compensation, as needed.
- Handled all administration of over 10+ benefit programs which included monthly invoice reconciliation, and employee qualified status changes.
- Evaluated procedures and technology solutions to improve HR data management for a complex and ever-evolving workforce structure.
- Served as the lead analyst and expert user for HRIS systems, reporting, and data accuracy for 100+ Full Time employees and hundreds of short-term consultants.
- Monitored paid time off, sick leave and holiday balances on a weekly and monthly basis for 100+ employees.
- Ensured 1095C benefit data accuracy on a monthly basis for annual reporting.
- Performed monthly compliance audits of team member classifications, web time policies, and overtime eligibility.
- In charge of sending periodic company-wide communications regarding Human Resources, company policies, procedures, programs, and laws.
- Communicated employment changes as needed to 5+ internal departments and acted as main HR department liaison for onboarding/offboarding processes.

EXP US Services, Inc | HR Business Partner**Chicago, IL | 2015- 2019**

- Took ownership of employee benefits administration by creating Excel spreadsheet to track new employee orientation and onboarding status for 30+ employees per month which resulted in a decrease of manual administration costs.
- HR department lead contact for questions from 3000+ geographically dispersed US employees regarding benefits administration, onboarding, recruitment coordination, and immigration administration.
- Improved employee satisfaction by implementing online onboarding and training compliance system which shortened the onboarding process and resulted in less manual administration.
- Worked with Payroll team to coordinate Payroll deduction adjustments regarding benefits and employment status changes on a daily basis using ADP Workforce Now.
- Implemented homegrown HRIS to run reports, analyze data and keep track of employment changes for 3000+ employees.
- Executed the creation of 10+ offer letters per week with assistance from 3 person Recruitment team.
- Coordinated the annual H1B Lottery process for 20+ employees per year which involved preparing complex visa paperwork with assistance from external Immigration attorney.
- In charge of managing 50+ Immigration Public Access Files for existing employees and ensuring compliance on a monthly basis.
- Successfully completed 2 external I-9 audits for vendors which helped to improve I-9 processing efficiency across 22 remote offices in the US.

Erie Family Health Center | HR Generalist**Chicago, IL | 2014-2015**

- HR department contact in charge of tracking leaves of absence, assisting with benefits administration, payroll deductions and onboarding coordination.
- Coordinated onboarding process for 20+ employees per month which included presenting monthly new hire orientation, making sure I-9 forms and paperwork were completed, benefits enrollment and communicating first-day details which led to increased employee retention.
- Reconciled several monthly benefit invoices to reduce manual administration time for the Payroll Department.
- Facilitated the resolution of 10+ complex benefits and claim issues per week which increased employee satisfaction and allowed them more time to focus on their jobs.
- Took ownership of Maternity Leave process from HR Manager by completing and signing off on 10+ time cards per week associated with leaves of absence and FMLA which accelerated Payroll processing times.

Wirtz Insurance Agency | Employee Benefits Specialist**Chicago, IL 2012-2014**

- Served as one of three personal assistants to head of Wirtz Insurance division which included scheduling meetings, greeting guests and answering phone and emails.
- Facilitated day to day benefits administration as well as open enrollment for over 3000 geographically dispersed employees in the US.
- Worked with 10+ remote office locations to coordinate benefits involving various Union rules and regulations.

- Created the company's first online benefits enrollment portal which streamlined benefits administration for HR team and saved manual processing time.
- Orchestrated meetings for 10 person team to successfully implement WorkDay HRIS over a 6 month period which included verifying data, coordinating meetings and system testing.

Alper Services LLC | Client Service Representative **Chicago, IL 2011-2012**

- Gathered benefit plan information to prepare 10+ exhibit proposals weekly to assist with client presentations.
- Answered 50+ questions daily through email and phone from clients regarding employee benefits.
- Attended weekly client meetings with supervisor to facilitate benefit renewals process.
- Updated BenefitPoint HRIS with clients' employee information as needed.

Various Temporary Positions **Chicago Metro Area | 2009-2011**

Leica Microsystems | Customer Service

- Sorted through 50+ online business leads per day and routed them to Sales Department which saved processing time and resulted in increased sales.

Success Title Services | Administrative Assistant

- Served as first point of contact for busy office by greeting 10+ guests per day, sorting mail and answering over 50+ daily phone calls and emails.

Hewitt Associates | Customer Service Associate

- Served an average of 100 client employees over the phone per day by counseling them on their questions related to healthcare and retirement benefits.

EDUCATION

B.S. Fine Arts, Bradley University

2008