

# DANA FELIX

PASSIONATE ABOUT PEOPLE OPS

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## SKILLS

Passion for People  
Organized  
Customer Service  
Discreet

Recruitment Coordination  
On-boarding new employees  
HRIS and Reporting  
Immigration Administration

Google Suite  
Zoom  
Slack  
Microsoft Office Suite

## RELEVANT WORK EXPERIENCE

**2015-18 exp US Services, Inc.**  
HR Business Partner

*First point of contact for all employee benefit and HR policy questions.*

*Performs employee on-boarding for all new employees which includes coordination for first day and sending /collecting paperwork.*

*Assists Recruitment team with phone screens for entry level roles, coordinating interview activities and creating offer letters.*

*Works with HR Manager to coordinate immigration process for Green cards and Visas.*

*Takes ownership of special projects such as I-9 audits, AAP, EEO and Census Reports.*

**2014-15 Erie Family Health Center**  
HR Generalist

*Reconciled monthly benefit invoices and signed off on payments for Accounting and Payroll Departments.*

*Served as liaison between broker, benefit carriers and HR as well as the first point of contact for solving employee benefits issues in person and through e-mail.*

*Assisted HR Manager with administration of FMLA, Workers Compensation and maternity leave while taking ownership to sign off on time cards associated with leaves of absence.*

*In charge of employee on-boarding process including presentation of benefits orientation, paperwork and answering employee queries.*

## WORK EXPERIENCE

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**2012-14**   **Wirtz Insurance Agency**  
Employee Benefits Specialist

*Worked with HR team to facilitate employee benefits administration and open enrollment processes.*

*Created company's first online enrollment portal for open enrollment in coordination with IT.*

*Took ownership of processing all employee changes in home-grown HRIS.*

**2011-12**   **Alper Services LLC**  
Client Service Representative

*Gathered pertinent client employee benefit information to prepare exhibit proposals and assisted in the client presentations.*

*Answered various email and phone questions and queries about employee benefits and maintained "BenefitPoint" client database.*

**2009-12**   **Various Temporary Positions:**

**Leica Microsystems**  
Customer Service

**Success Title Services**  
Administrative Assistant

**Hewitt Associates**  
Customer Service Associate

*Handled an average of 100 incoming calls per day from client employees by counseling them on their questions and researching issues related to their health care and retirement benefits.*

## EDUCATION

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**Bradley University**  
B.S. Fine Arts  
Class of 2008