

**SOFIJA NALETILIC**

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**Hering |**

**Human Resources Assistant**

12/2020 – 07/2021

- Guided new hires through orientation and onboarding and explained documentation requirements to facilitate HR process.
- Developed and maintained training materials and benefits packets for new hires.
- Reviewed and processed payroll-related actions to drive data accuracy and comply with company policy and federal and state regulations.
- Scheduled appointments, meetings and conferences with employees to discuss and mitigate personnel issues.
- Partnered with HR on creative strategies for talent acquisition processes and procedures while researching market trends.

**Vicolina | New York, NY**

**Assistant Manager**

05/2020 - 12/2020

- Directed and led employees, supervising activities to drive productivity and efficiency.
- Organized schedules, workflows and shift coverage to meet expected business demands.
- Implemented training processes for newly hired employees and supervised department managers, shift leads and production personnel.
- Recruited and hired qualified candidates to fill open positions.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Managed accounts payable, accounts receivable and payroll.
- Managed daily operations and processes for reservations, budgeting and forecasting.

**UniCredit Bank | Mostar, Bosnia And Herzegovina**

**Human Resources Intern**

03/2018 - 04/2019

- Assisted with new hire orientation preparation, scheduling and administration.
- Supported recruiting and hiring by coordinating and assisting with interviews.
- Reviewed identification, references and background checks in alignment with hiring protocol.
- Posted and updated job ads from job boards and social networks.
- Corresponded with applicants to coordinate and schedule interviews with hiring managers.
- Responsible for hiring via conducting psychological, IQ, and personality evaluations.
- Provided essential support to address individual HR needs of employees.
- Maintained human resources records by processing applications and resumes.

**Urbis86 | Mostar, Bosnia And Herzegovina Psychology Intern**

03/2015 - 02/2017

- Created, organized and maintained employee personnel files to keep sensitive data secure.
- Developed and maintained training materials and benefits packets for new hires.
- Scheduled appointments, meetings and conferences with employees to discuss and mitigate personnel issues.
- Assisted with planning, organizing and coordinating company events.
- Initialized background checks for potential new hires.
- Processed onboarding paperwork for new hires and rehires.
- Submitted monthly, quarterly and weekly reports to management for mandatory reporting.
- Aided in research projects by collecting and entering data, assisting with analyzing data and preparing reports and manuscripts.
- Documented assessment results thoroughly and promptly and recognized that results can affect individual's eligibility for services and opportunities

**Education and Training**

New York University | New York, NY Certificate in Human Capital Management

Faculty of Humanities, University of Mostar | Mostar, Bosnia And Herzegovina Master of Science in  
Master of Science in Psychology

05/2020