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**Objective:**

Results-driven professional with a diverse background in team leadership, managerial experience, hiring, onboarding, administrative tasks, HR, and quality control. Currently seeking a HR role where I can utilize my skills to ensure the recruitment and selection of top talent, contribute to efficient onboarding processes, and support overall organizational success and growth.

**Skills:**

Team Leadership | Hiring and Onboarding | Administrative Tasks | Office Management | Bookkeeping and Financial Management | Record Keeping and Documentation | Human Resources | Quality Control | Compliance and Regulatory Affairs | Critical Thinking | Performance Reviews | Strategy Planning and Implementation | Strong Verbal and Written Communication | Microsoft Office | Microsoft Teams | Slack | Trello | Google Suite | Zoom |

**Experience:**

Work Director | Wells Fargo | April 2023 - Current

- Leads a team of 30 employees, providing direction, coaching, and performance management.
- Assists with training and onboarding of new employees.
- Managed administrative tasks, including scheduling, coordination, and office supply management.
- Maintained accurate bookkeeping records, processed invoices, and managed budgetary controls.
- Developed and implemented effective record-keeping systems to ensure compliance and documentation.
- Led HR functions, including employee relations, policies, benefits administration, and training.
- Implemented quality control measures, analyzing processes to drive efficiency and improve productivity.
- Ensured compliance with relevant regulations and standards, conducting audits and inspections.

Associate Operations Processor | Wells Fargo | November 2022 - April 2023

- Perform clerical operations tasks that are standard in nature receiving.
- Receive, log, batch, and distribute incoming work.
- Deal with client inquiries regarding schedules, and payment submissions.
- Prepare and distribute incoming and outgoing mail.
- Serves as a Subject Matter Expert and Mentor
- Process incoming payments via extraction or 7200 scanners.

Customer Experience Specialist | DELTA AIR LINES | May 2022 - November 2023

- Made reservations for customers based on their various requirements and budgetary allowances.
- Up-sold, when appropriate, by informing customers of additional services or special packages, such as excursions, travel insurance, or seat upgrades.
- Provided support to customers who may need to amend or cancel a reservation.
- Checked the availability of accommodation or transportation on the customers' desired travel dates

Records Clerk | RICOHIKON | October 2021 - May 2022

- Supporting Delta Airlines Records Management Team
- Received, processed, filed, and retrieved incoming airline records
- Aided in process improvement
- Maintained a record system
- Trained new employees
- Prepared a weekly work summary report
- Provided guidelines with record retention determination

Team Lead | WIC | August 2015 - November 2021

- Increased employee retention by 3% through team building exercises, events and implementation of anonymous suggestion boxes.
- Acted as point of contact for Interpreter Communication
- Assisted team in creating SMART Goals to aid in both their personal and professional development.
- Attended monthly, quarterly, and annual meetings/training to update/ train a team of 25+ (including higher management).
- Conducted weekly meetings via Zoom and Microsoft Teams to answer questions/concerns, provided updates and offered words of encouragement/KUDOS to the team.
- Conducted virtual and in-person appointments in order to provide participants with adequate and timely service.
- Oversaw the hiring process, including job postings, screening, interviewing, and onboarding.
- Educated participants on healthy eating and nutrition.
- Worked closely with management to develop safety protocols to protect clients/ employees during the COVID-19 Pandemic.

Benefits Advisor | MetLife | April 2013 - August 2015

- Educated clients on the different products offered and tailored services based on personal and financial needs

Office Manager | GREYHOUND BUS STATION | February 1998 - April 2013

- Hired, trained, and on-boarded 13 employees and decreased company turn around by 10%.
- Managed schedules, office operations, and oversaw the daily operations of the business.
- Decreased company expenses by 3% my first year, and an additional 12% over the rest of my tenure
- Managed administrative tasks, including scheduling, coordination, and office supply management.
- Maintained accurate bookkeeping records, processed invoices, and managed budgetary controls.
- Developed and implemented effective record-keeping systems to ensure compliance and documentation.
- Led HR functions, including employee relations, policies, benefits administration, and training.
- Implemented quality control measures, analyzing processes to drive efficiency and improve productivity within the business all while keeping overhead low.
- Ensured compliance with relevant regulations and standards, conducting audits and inspections as required by local and government laws.

Certifications:

Medical Coding & Billing | Mohawk Valley Community College | 2018