

Kristina M. Martens
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CAREER SUMMARY

Human Resources support specialist with a broad range of experience in supporting the procedures systems, processes and programs in a fast - paced business environment. Strong customer service orientation with proven ability to work both independently or in a team environment. Strong problem resolution, communication and interpersonal skills combined with excellent follow up and follow through will add value and effectively support the corporate mission. Key skills include:

- Customer Service / Support
- Data Entry / Records Management
- Communication Written / Verbal
- Report Preparation / Generation
- Regulatory Compliance
- Computer / Software Proficient
- Well Organized / Timeliness / Deadlines
- Auditing / Monitoring
- Tact / Confidentiality
- Employee Relations

PROFESSIONAL EXPERIENCE

Dots, LLC, Solon, OH

1999 - 2009

Retail provider of women's clothes, shoes, and accessories for fashion, casual, active, club and wear to work outfits.

Records and Reporting Administrator

2007 - 2009

Managed all processes related to store associates personnel files, employment paperwork and employment records. Ensured personnel paperwork and related payroll information is completed accurately and on time.

- Imported electronic associate data into the payroll system daily and conducted routine maintenance to identify errors.
- Assisted in producing various routine reports as well as created new reports as needed.
- Produced and distributed bi-weekly new hire audit report addressing paperwork compliance issues.
- Fielded calls from stores and district managers in regards to paperwork issues and rehire eligibility.
- Tracked and audited compliance for alien work authorizations for field associates.
- Managed and executed all office employee activities.
- Maintained and monitored legal compliance on state and federal labor law posters.
- Produced monthly and semi-annual bonus reports and quarterly training store manager bonus reports.
- Conducted and distributed biweekly background service compliance reporting.
- Reviewed the HRIS system to resolve issues and suggest updates or changes that may be required.
- Provided support to Human Resources Manager and Receptionist as required.
- Posted employment openings on Monster, Career Board and Dots website.

Dots, LLC (continued)

Human Resources Associate

2002 - 2007

Provided a broad range of HR back office support services.

- Entered new hire paperwork accurately into the payroll system.
- Performed assigned tasks relative to processing and organizing HR bi-weekly mail pack.
- Created personnel file folders and files all new hire, rehire and miscellaneous paperwork.
- Entered termination codes and explanations into the payroll system. Removed terminated files and filed them in the terminated filing cabinets.
- Provided support to the receptionist position, which included answering phones, sorting mail and attendant paperwork.
- Provided support to the department during office employee activities.
- Fielded general calls from stores and district manager in regards to paperwork issues.
- Completed employment verifications for current and previous employees.

Sales Associate

1999 - 2001

Provided excellent customer service in a fast -paced sales environment.

EDUCATION

Bachelor of Arts in Communications

Cleveland State University, Cleveland, OH

Member of Society of Professional Journalism

Assistant Editor / Reporter and Layout for *Cleveland Stater* Newspaper

COMPUTER SKILLS

Microsoft Office, Word, Excel, Outlook, PageMaker, Lotus 1-2-3 and ADP / Report Smith,

COMMUNITY INVOLVEMENT

Basketball Coach 2006- present

St. Ignatius of Antioch School- 3rd, 4th and 5th graders

Cleveland Breast Cancer 3 Day

Participated in the 2007 & 2008 Breast Cancer 3 Day 60 mile walk and raised \$2200 for Susan G. Koman Breast Cancer Foundation and the National Philanthropic Trust

Relay for Life

Participated and fundraised for the 2007, 2008 and 2009

American Cancer Society Relay for Life in Old Brooklyn