

Objective

I am seeking the opportunity to utilize my current job experience and knowledge to acquire the permanent position as a Program Assistant with the Charlotte Douglas International Airport Explosive Detection Canine Handler program.

Technical skills

Software & Technologies

- Platforms: Microsoft Windows
- Microsoft Office including Word, Excel, Outlook, PowerPoint and Access
- KRONOS
- WebTA
- AIM
- HRAccess
- Airport Assessor
- FSP
- Personal Identification Verification (PIV) related software and hardware
- Office of Workers Compensation Website (OWCP) websites: ECOMP, WebOpus and AQS

Professional Experience

Transportation Security Administration,
Department of Homeland Security,
LaGuardia Airport, East Elmhurst, NY

06/16/2013 – Present

Human Resources Assistant – SV-0203-F

11/2017 – Present

- Assist Human Resources Personnel in any needed tasks
- Verify Officer Employment as requested
- Submit requests for personnel actions (RPA) to fill vacant positions while maintaining accurate and complete records of all transactions
- Track all personnel changes on human resources databases, and notifying management as needed
- Receive and enter into appropriate databases requests for any action affecting TSA employees such as Entry on Duty, promotion, transfer, retirement and separation
- Prepare reports or other status documents as directed and follow up to ensure actions are processed by following up with appropriate departments
- Follows guidance in relevant Standard Operating Procedures for initiating requests for personnel action and entering information into the workflow system
- Contact service provider to obtain guidance on processing of personnel actions
- Assist in planning, scheduling and integration of training and professional development products and services within the airport
- Serve as a resource to the FSD and staff in assisting with coordination of plans, programs, standards and procedures governing airport-wide training, career development, screener recertification, and screener performance improvement programs/activities
- Document training activities and accomplishments and ensure the currency of training databases and materials
- Provide guidance to managers and staff on routine HR policies and procedures
- Assist Payroll Department:
 - Maintain accurate and complete payroll records
 - Prepare payroll reports or other materials as needed
 - Assist payroll function by working with OHC or service provider to resolve routine payroll issues

- Contacts supervisors/managers to ensure payroll is being prepared correctly
 - Resolves any identified discrepancies
- Assist in Local Hiring efforts for TSO, including:
 - Conducting Airport Assessments
 - Observe Structured Interview according to guidelines for Human Resources personnel
 - Maintain communication with HRAccess and all Human Resources personnel
 - Maintaining and securing panel and candidate interview materials and records
 - Assist in Mass Assessments as needed
 - Train additional personnel in Airport Assessment Procedures
 - Conducting local promotional interviews including:
 - Administer all required scripts to all candidates
 - Verify Candidate identity and job eligibility
 - Administer Structured Interview according to guidelines
 - Maintain communication with HRAccess and all Human Resources personnel
 - Maintaining and securing panel and candidate interview materials and records
 - Requesting certificates
 - Assisting and conducting new employee orientation
 - Ensuring all necessary personnel/payroll paperwork is completed
- Prepare Personnel Actions associated with the following programs, including but not limited to:
 - FMLA/LWOP personnel paperwork
 - Review employee leave request against medical documents
 - Receive and accurately enter into appropriate personnel database employee leave request
 - Prepare status documents as directed and ensure actions are processed via follow up
 - Monitor LWOP-US employees to ensure accurate and timely processing of return to duty or other appropriate actions
 - Employee Separations
 - Verify form of separation (resignation, inter-agency transfer, retirement, termination or removal)
 - Request and ensure receipt of required information from separating employee, including the Voluntary Resignation Form and Employee Separation Letter
 - Work co-operatively with other Federal Agencies to ensure smooth transfer of employee
 - Receive PIV Card, SIDA, Kronos Card, Transit card, Government Travel Card, and TSA Patches/Uniforms
 - Ensure employee understands separation process by explaining in detail separation process
 - Prepare separation documents as directed to be submitted to HC Access for processing
 - Initiate and complete Request for Personal Action in accordance with HC Access guidelines
 - Employment Verification
 - Verify employment status utilizing HR Roster, Personnel File and Alpha Database

- Work co-operatively with Employee Relations to verify employee job history
- Employee Benefits
 - Provide benefits information and resources to employees
 - Assist with coordinating health benefits open season by providing brochures and helping with facilitation of benefits fairs
 - Review and submit federal employee benefit requests (i.e. FEHB, FEGLI, TSP, FERS)
 - Respond to employee questions regarding the process and forms required to update their benefits due to any major life changes
 - Facilitate communication of benefits changes or updates received through TSA HQ, to employees, managers, and stakeholders
- Office of Workers Compensation Program (OCWP)
 - Analyze information related to on-the-job injuries or illnesses provided by employees and supervisors in accordance with OWCP claims
 - Act as a liaison between employees and supervisors to facilitate OWCP claims
 - Provide training as needed to employees and supervisors on practices, regulations and utilizing ECOMP website
 - Ensure the prompt submission of required information on ECOMP and receipt of required medical documentation
 - Assist Program Analyst, Managers and employees in timely completion and submission of injury claims in ECOMP
 - Maintain surveillance of submitted claims on ECOMP
 - Monitor case status, following up as needed regarding payroll and RPA processing
 - Coordinate with the Nurse Care Manager
 - Identify and process return to work and light duty options
 - Prepare reports, studies or other documents as requested.
- E-Band Promotions
 - Vet employees against TSA specific eligibility criteria
 - Submit vetting information to HR Specialist for processing
 - Track ineligible employees for vetting at a later date

Lead Transportation Security Officer-SV-1802-F

- Strong customer service skills, dependable and operate with integrity
- Ability to maintain focus and awareness within a stressful environment
- Ability to take effective decisions in both crisis and routine situations
- Strong communication skills
- Resolve simple, informal complaints of employees and referred other, such as formal grievances and appeals to the supervisor
- Maintain close communication with supervisors about any issues that might reveal a weakness or vulnerable area of security screening
- Participate in information briefings concerning security sensitive
- Provide friendly customer service to travelers

Passenger Support Specialist

02/2016 – 11/2017

- Provide exemplary customer service and assistance through the airport screening process to passengers that request assistance through TSA Cares
- Answer any and all questions that passengers may have

BJs Wholesale Club, Garden City, NY

2012 - 2014

Damaged, Defective and Return to Vendor (DDR) Clerk

- Ensure that all products sent to damaged, defective and return to vendor is properly processed in a timely manner through DDR store database.

- Establish and maintain relationships with Return-To-Vendor Companies, Charities, and current store vendors
- Train and supervise DDR Team Members and Club Team Members in proper policies and procedures
- Maintain DDR Databases and generate reports on a daily basis to be submitted to Store Management
- Ensure that all above responsibilities are accomplished with little to no direct supervision

IKEA Hicksville, Hicksville, NY

2008 - 2011

Dispatcher, Home Delivery; Customer Service

- Verify home deliveries scheduled to be delivered in Home Delivery system
- Create routes with deliveries to ensure maximum efficiency using store applications
- Verify that all deliveries to be made are available to be delivered, confirmed with customers
- Accept Customer Central Distribution orders from warehouse
- Manage vendors and vendor schedules using store applications and critical thinking skills
- Created excel spreadsheet to be used to invoice and track all vendor jobs ensuring timely payment

Target, Hicksville, NY

2005 - 2008

Team Lead – Recruitment and Staffing

(This experience is equivalent to the TSA HR Assistant – SV-0203-F Position)

- Prepare quarterly hiring plan for store
- Scheduled and conducted interviews of applicants to the store positions
- Assisted Human Resources Department in vetting applicants against job specific descriptions
- On boarded new employees post selection
- At onboarding, verified identity and employment eligibility
- At onboarding, assisted new employees in completion of benefit documentation
- Prepared employee schedules
- Scheduled, verified and followed up on all employee training ensuring completion
- Department maintenance including but was not limited to:
- Staff management including creating a schedule
- Managing the current inventory, ensuring that all available inventory is presentable and available for purchase
- Ordering inventory as needed to maintain appropriate inventory on hand stock
- Maintaining the cleanliness of the department
- Interviewing staff for my department and other departments
- Assisting other departments as required

KB Toys, Westbury, NY

2001 - 2003

Store Manager

- Prepared quarterly hiring plan for store
- Accepted applications for proposed employees
- Vetted applicants against job specific descriptions
- Scheduled and conducted interviews of applicants to the store positions
- At onboarding, verified identity and employment eligibility
- At onboarding, assisted new employees in completion of benefit documentation
- Prepared employee schedules
- Scheduled, verified and followed up on all employee training ensuring completion

Education

UNCC Chapel Hill – Coding Bootcamp

07/2020 - Present

Online

- Studying: Coding - Web Development
- Grade: A

DeVry University Online

2008 – 2012

Online

- Studying: Computer Programming (B.S. CIS)
- GPA: 3.17

Online Learning Center Courses

Online

- TSO Structured Resources Programs
- FMLA for employees
- Local Hiring Training
- Performance Management Training