

Jackie Tufano

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OBJECTIVE: To obtain a position of employment that challenges me to continue to grow professionally and personally while utilizing my education and past work experience.

EDUCATION:

Saint Rose; Albany, NY
SPHR Certification Exam Scheduled for January 2015

SHRM Certification Program Completed in 12/2013

Western State, College of Law; Fullerton, CA

Completed one year of law school, but decided to voluntarily withdraw and pursue HR. I may go back in the future.

University at Albany, SUNY; Albany, NY

Bachelor's Degree in Business

Achievements: Dean's List every semester; graduated with Magna Cum Laude Honor (3.83 GPA)

WORK EXPERIENCE:

Human Resources & Safety Administrator

Crisafulli Bros. Plumbing & Heating, Inc.- Albany, NY

May 2014- October 2014

- Handled Disability, Workers Compensation, FMLA, and Unemployment claims.
- Ensured we abided by all state and federal employment regulations and laws.
- Employee relations, which included: recruiting, onboarding, talent retention, etc.
- Payroll and A/P duties, which included wage garnishments.
- Benefits coordination and administration, including open enrollment..
- Developed an employee handbook, policies, and procedure to reduce liability and maintain consistency..
- Ran our Safety and Return to Work Program. Performed Job Site Inspections.
- Uniform coordination, launched our Employee Recognition Program, provided presentations, molded our culture, etc.

Export Pricing and Routing Specialist

Trans-Border Global Freight Systems, Inc.- Round Lake, NY

June 2012- March 2014

- Account management.
- Analyzed and ensured the most cost efficient routing and quoting.
- Procurement of materials.
- Assisted with deliveries in our warehouse and checking inventory, including hazardous shipments. Coordinated the routing and scheduling with truck carriers.
- Evaluated all necessary documents (including their MSDS').
- Assisted with ADP. Assisted with ideas to build our company's employee participation/ mold our culture.
- Maintained we abide by all international and state laws (including DOT regulations), provided seminars to customers regarding EAR Regulations with the BIS and Dept. of Commerce.

Human Resources Manager

Tufano's Restaurant; Corona, CA & Clifton Park, NY

February 2005- June 2012

- Marketing, sales, customer service.
- Budgeted finances (payroll, food costs, etc). AR/ AP duties.
- Handled recruiting, onboarding, employee relations, talent retention, etc.
- Reduced liability and promoted consistent and fair policies. Ensured we are in compliance.
- Handled safety training.
- Handled Disability, Workers Compensation, FMLA, and Unemployment claims.
- Dealt with all payroll duties.
- Counted inventory, ordered product, cut checks to vendors. Continued to build relationships.
- Opened and closed the store, as well as handled complaints.
- Organized employee events to assist with our unity, build ideas.

PROFESSIONAL SKILLS/ TOOLS:

-Obtained many certifications: OSHA 10, Confined Space, Excavation, Ladder Safety, CPR & First Aid, etc.

- Attended various management trainings, including: Glenn Shepard's Management Training, FMLA Compliance, Kronos seminars, Recruiting & Retention seminars, etc.
- Active SHRM Member, attending online seminars monthly on a regular basis.
- Experienced supervising employees and assisting other managers.
- Familiar with Computeries, ADP, and other software programs.
- Organizational & Strong PC Skills.
- Ability to Multi-task & Problem Solve.
- Advanced with Microsoft Programs (Excel, Outlook, Word, Power Point, etc.).
- 60+ WPM (tested).
- Exceptional Customer Service and ability to maintain internal relationships as well.
- Advanced Research and Analytical Skills.
- Excels working in a fast paced environment and ensuring attention to detail.
- Advanced at building teams and promoting a positive employee culture in the workplace.

PERSONAL TRAITS/INTERESTS:

I am friendly, dependable, and self-motivated. I have a high level of honesty, integrity, and loyalty. I'm a natural leader who adapts to change and learns quickly. I'm an excellent communicator, but can also listen and be a team player. I am seeking to find a positive work environment where smiles are encouraged, but so is hard work. If given the opportunity, I'm very confident that I'd be a great asset to your management team.

SALARY: \$50k range requested

References Upon Request.