



MICHELLE GAGNE

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Summary

Driven and decisive, offering 26+ years of experience managing busy office environments as well as human resources to deliver compliance, personnel communication and workforce programs. Flexible and focused with expertise in confidentiality, customer service, mediation, staff training and development and complex problem resolution. Develops and implements HR strategies and initiatives aligned with overall business strategy.

Skills

- Planning and coordination
- Operational improvement
- Relationship development
- Organization
- Communications
- Process improvement
- Team building
- Proactivity
- Advising
- Team work

Experience

bioMérieux, Inc. | Durham, NC
HR Hub Assistant 1
02/2019 - Current

- Developed process improvements and streamlined procedures to effectively resolve employee discrepancies.
- Onboarded employees for orientation: sending offer letter, monitoring drug screens, background checks and assigned tasks in PeopleDoc as well as data entry of new team members into myHR platform.
- Manage employee engagement and development activities, presentations and training to maximize productivity and unite workforce.
- Managed external training and development, including enriching internal and external training development of both online and traditional environments.
- Manage credentialing for team members in the field.
- Coordinated and implemented a Retirement Fair at Durham and St. Louis locations.

Webster Bank | Southington, CT
Senior Administrative Assistant
06/2018 - 02/2019

- Assisted production and distribution of memos, newsletters, calendars, email updates and other forms of communication.
- Controlled and managed document processes by reviewing files, records and critical information to confirm accuracy and comply with company policies and procedures.
- Scheduled appointments for management teams and maintained updated calendar using Microsoft system.
- Managed field employees and their credentialing needs.
- Maintained data confidentiality when inputting minutes, memos and correspondence information into the system.

Sterling Police Department | Sterling, MA

Administrative Manager

06/2012 - 02/2018

- Managed the Massachusetts Firearms Licensing Division for the Town of Sterling.
- Distributed town correspondence, including memos and updates, SOP's to reinforce and apprise the department objectives and developments.
- Oversaw aspects of data management for programs and proprietary database to include updates and backup, report generation and troubleshooting or repair service requisition.
- Performed billing, collection and reporting functions for the department.
- Assisted with dispatching during busy periods and staff absences.
- Liaised with the public, addressed inquiries, handled meeting requests and answered questions to provide outstanding citizen care.
- Maintained annual and monthly budgets as well as expense allowances.
- Managed accounts payable for organization of 17 personnel.
- Managed payroll and attendance.
- Evaluated applications and assessment results to determine eligibility and acceptance for new officers.
- Maintained appropriate control, security and well-being over those detained as a Matron for the Town.

Education and Training

Mount Wachusett Community College | Gardner, MA

Associate of Science in Business Administration and Management

05/1990

Certifications

- First Aid/CPR/BLS Provider/AED
- Notary Public - North Carolina
- SHRM Certifications: Essentials of HR I & II

Organizations

Ashburnham/Westminster Community Benefit Hockey Game

Skating Director

Managed guest skaters and ticket selling for the game between the local and state police in order to raise money for a local child with a terminal illness.

April 2002 - April 2018

Board of Directors, Freedom Figure Skating Club

Head Coach

Directed and managed the skating program as well as ice shows and test sessions.

Westminster Board of Health

Elected Board Member

Served two consecutive 3 year terms: April 1996 - April 2002

Westminster Conservation Commission

Appointed Board Member

Served one 3 year term

April 1997 - April 2000

Westminster Liquor Commission

Appointed Board Member

Served one 3 year term: April 1996 - April 1999