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Antigone' Nakia Covert

CAREER OBJECTIVE:

Human Resources Professional eager to contribute to the success and profitability of the company through my effort, expertise, and experience. Highly organized, efficient and skilled in HR operations including administrative services, recruitment, job analysis, and employee relationship management.

Skills:

- Employment Relations
- Labor Relations
- Risk Assessment & Mitigation
- Change Management
- Strategy
- HRIS (ADP, UltiPro, Oracle, Kronos, Peoplesoft)
- Microsoft Office, Google (G Suite), Smartsheet
- Recruitment & Workforce Planning
- Conflict Management & Problem Solving

EXPERIENCE:

IKO (Robert Half)

June 2021-Current

Human Resources Manager

Partner in the effective execution of the plant strategies to meet business goals, and provide feedback and support on all employee related issues. Advise employees and management personnel on the interpretation of Company policies, programs and procedures. Collaborate and coach with plant leaders to resolve minor employee issues and conflict resolution. Develop and propose improvements to policies, programs, and procedures to improve the effectiveness of the administration practice and safety. Partner with Corporate Benefits to ensure delivery of benefits for eligible employees in the plant. Manage claims administration including WSIB, Short Term Disability and the Return to Work programs. Maintain employee related records within the Workday system. Accountable for full-cycle recruiting and on-boarding of hourly employees. Manage Kronos timekeeping and assists with payroll administration. Coordinate site recognition and social events. Assist the Plant H&S Department with administrative duties. Manage and record Covid case management and contact tracing.

Navy Federal Credit Union (Aerotek)

January 2021-June 2021

Mortgage Support Assistant

Assist seasoned high-producing loan officers and mortgage processors in the timely submission of complete loan application files in order to approve loans within specified limit. Provides necessary support to loan officers and mortgage processors to increase production levels i.e. call clients in order to obtain missing information and/or documents that is required to process the loan. Analyze applicants' financial status, credit, and property evaluations to determine feasibility of granting loans. Perform employment verifications, perform copy overs for Conventional and VA loan applications.

Notary Public/Signing Agent: Maryland and Virginia
Traveling Dual Notary

Serve the public as an imperative witness in performing a variety of official fraud-determent acts related to the signing of important documents. Screen the signers of important documents-such as Property Deeds, Wills, Power of Attorney, Refinancing, Escrows, Reverse Mortgages, Loan Modification-for their true identity, their willingness, to sign without duress or intimidation, and their awareness of the contents of the document or transaction. Collaborate and coordinate with the Title Companies, and Loan Officers.

United States Census Bureau

August 2020-October 2020

Enumerator

Chart out plans to visit residents of a specific city. Create survey sheets or work on predefined surveys to gather census information. Conduct an extensive and thorough visual survey of areas that need to be covered during the census taking the procedure. Contact individuals via telephone, email, and in-person to obtain pertinent data. Compile, record, and code information derived from specific forms into a predefined database. Analyze the authenticity of the information provided by ensuring direct contact with family members within a family.

Aramark-Sports & Entertainment, Baltimore, MD

October 2015-July 2020

Assistant Human Resource/Non-Profit Manager

Assist Human Resources Manager with HR process in mobilizing newly acquired business contracts worth over \$10mil, including hiring, client partnership, leading onboarding processes, creating handbook, coordinating employee benefits sessions and campaign, manager training, and compliance. Assisted operations managers with managing employee relations for 700+ employees. Developed workforce plan for robust staffing needs of sports and entertainment venues that host 2000 – 70,000 guests. Created innovated sourcing strategies including, direct networking, social media, internet mining, and advanced internet research to provide marketplace intelligence and identify and attract top talent. Coordinated and ran both internal/external job fairs, open houses, and community-based recruiting events to bring local awareness to open hourly requisitions. Focused on developing relationships with community partners especially those in line with our diversity initiatives and hiring those with special needs. Assisted in the planning and coordination of university and campus recruiting efforts for seasonal hourly positions. Arranged in-house and external training activities. Recruit non-profit organizations to participate in our volunteer program within our concessions stands; Exceeded staffing goals by 30%, resulting in reduced temp labor spending. Conducted weekly audits of site safety standards and communications. Activated new recognition program to engage team members, leading to 3 employees receiving highest recognition available. Ensured compliance with corporate/district level policies and federal/state governmental regulations.

Aramark-GBS, Nashville, TN

May 2015-October 2015

Payroll Support

Strategic payroll service consulting, business planning, & strategy development. Payroll service consulting for 270k global business service employees. Consulting an average of 150+ employees' payroll services daily via telephone or email ticket inquiries. Providing 80% first contact resolution & 20% escalation to interdepartmental specialty teams. Comprehensive database management & migration from SQL to Oracle. Consulting suppliers with inquiries on accounts payable services. Consulting suppliers on scheduled invoice payments & providing back up on payments cleared via Wachovia/Wells Fargo. Consulting suppliers about initial set-up request inquiries including W-9 documentation, submitting invoices as part of routine Oracle maintenance & creating reports on open or paid invoices. Assist with contractor staffing on game day and supervise the preparation and service of food and refreshments, as well as clean-up at Nissan Stadium.

Central Parking/SPPLUS, Nashville, TN

May 2013-February 2015

Customer Service Representative/Remote

Taking inbound customer calls in a fast-paced environment. Read, resolve, and respond to customer inbound emails. Reply to emails describing the issue resolution to the customer. Perform customer service via online, real-time chat as requested. Make outbound calls to complete issue resolution. Track all customer calls and issue resolution in contact center software. Resolve customer issues from customers regarding a variety of issues and answer questions or perform the requested actions on customer accounts. Issues may involve access

privileges, website accounts, billing inquiries, complaints, and others. Answer calls and emails regarding potential new monthly parking customers and sell new monthly parking agreements. Also including, negotiating rates within an acceptable range. Resolve issues, restore customer satisfaction, and offer additional opportunities and services to the customer, when appropriate.

SPPLUS/Click and Park, Phoenix, AZ

January 2015-February 2015

Coordinator-Super Bowl XLIX (Annual Contractor)

Overseeing the functional area of the Click and Park office; walk-up sales, will call retrieval, call center supervision of agents, conducting call center training for temporary employees, email and phone correspondence with customers, customer , order fulfillment assistance and day of game on site assistance.

Xerox Services, A Xerox Company, Nashville, TN

June 2012-February 2013

HCA HR 401k Specialist

Assisting clients with planning for retirement. Record loans and prepare necessary documentations. Understand Employee Retirement Income Security Act (ERISA) rules and Internal Revenue Service (IRS) plan documents. Track and log trades and other investment activities. Manage records of distribution and contribution.

Headway Workforce Solutions Staffing @Aetna-ACI, Brentwood, TN

Nov. 2011- Feb. 2012

Customer Service Representative

Accurately process agents appointments/terminations/renewals and agent maintenance tasks in accordance with federal, state and company guidelines while assuring that agent contracting, hierarchy, commissions and/or general case processing is correct according to customer request. Also, receive inbound customer calls, perform outbound phone calls or write e-mails & other correspondence to obtain missing/unclear application information to complete the contract issue process or to complete agent appointments.

Volt Staffing @United Healthcare, Brentwood, TN

Dec. 2010- Nov. 2011

Data Entry & Data Processing Clerk

Making outbound calls to providers to obtain disclosure of control interest statements contracted for the TennCare network. Validating the disclosure statement for accuracy and completeness. Filing the disclosure statements in the provider file Receiving and processing AmeriChoice contracts. Validating provider information entered in the Facets claim payment system and noting discrepancies. Experience with Facets, NDB, Emptoris and C&S Audits. Contact providers and insurance plans to request enrollment applications and follow up by mail, email and telephone until applications are complete. Communicate with patients and insurance carriers to collect documents required for billing and collections.

OfficeTeam Staffing @ASC , Nashville, TN

Apr. 2010- Sept. 2010

Administrative Assistant/ File Clerk

Data Entry, handling incoming/outgoing mail, filing claims, assisting Worker's Comp. and P & C claim adjuster's, answering phone calls, greeting, emailing, faxing, printing and assisting office superintendents in performing daily tasks