

Sakura Dennis

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SUMMARY

Human resources professional with five years of progressive experience supporting **employment lifecycle** operations across higher education and public service. Work includes recruitment, hiring, onboarding, orientation, benefits, leave, training, performance documentation, **employee relations** support, **faculty relations** support, HRIS transactions, confidential records, and separation processing. Applies collective bargaining agreement provisions to routine employment actions, reviews source documents for accurate data, and escalates complex labor or employee relations matters appropriately. Trusted by faculty, staff, supervisors, applicants, and student employees for clear guidance and dependable follow through. Strong customer service, **written communication**, oral communication, Microsoft Office, HR project coordination, and stakeholder partnership skills support accurate service across diverse academic communities. Prepared to contribute practical judgment, organized execution, and respectful support across every stage of employment.

EXPERIENCE

HR Operations Specialist July 2024 - Present
Pioneer Valley Public University *Springfield, MA*

Supports employment lifecycle operations for academic and administrative units within a public university. Coordinates transactions, data controls, confidential records, contract based processes, onboarding, **HR projects**, and daily guidance for student assistants.

- Managed **hiring** and onboarding transactions for academic units, improving timely employment setup.
- Reviewed **HRIS** source documents and reconciliations, preventing inconsistent status and position records.
- Answered faculty and supervisor questions about **benefits**, **leave**, and hiring steps, routing sensitive matters.
- Applied collective bargaining provisions to routine appointments, escalating interpretation questions before processing.
- Maintained confidential electronic files and transaction logs, supporting reliable authorized record retrieval.
- Coordinated onboarding workflows through Excel, **Outlook**, Teams, and shared trackers during peak hiring.
- Directed student HR assistants through daily priorities, supporting steady service during seasonal demand.

Human Resources Coordinator June 2022 - June 2024
Riverbend Community College *Holyoke, MA*

Coordinated **recruitment**, hiring, orientation, benefits, leave, training, performance, employee status, and records processes for a community college. Served as a front line contact for **diverse faculty**, staff, supervisors, and applicants while escalating matters requiring senior judgment.

- Coordinated faculty and **staff** searches, organizing approvals, interviews, offers, and orientation schedules.
- Processed **benefits**, leave, training, and **performance** transactions after checking documents against established procedures.
- Explained routine HR processes to employees and supervisors, referring labor questions for senior review.
- Prepared confidential personnel files and retention records, improving consistency during internal reviews.
- Supported new faculty and staff **orientation** by coordinating forms, materials, systems, and resources.
- Built productive relationships across academic departments while balancing deadlines and unscheduled service requests.

HR Administrative Operations Assistant September 2021 - May 2022
Metro Regional Services Authority *Chicopee, MA*

Provided supervised administrative support for public sector employment operations. Processed recruitment, onboarding, benefits, leave, training, separation paperwork, HRIS records, personnel files, correspondence, and special projects while protecting confidential information.

- Processed **recruitment** and separation paperwork for public employees under established HR procedures.
- Entered employee and position data into HRIS, checking fields against approved source documents.
- Answered applicant and employee questions by phone and email, escalating policy concerns appropriately.
- Maintained personnel, training, and transaction records for authorized operational and compliance requests.
- Used **Word**, **Excel**, Outlook, and Teams to track actions, schedule meetings, and prepare correspondence.
- Supported seasonal **hiring** projects while maintaining accurate follow up for employees and supervisors.

PROJECTS

Academic HR Service Workflow 📅 2026
Mapped routine employment lifecycle transactions across recruitment, hiring, orientation, leave, benefits, and separation. Created a practical process reference for consistent handoffs, escalation points, and confidential record handling.

Collective Bargaining Transaction Review 📅 2025
Reviewed routine appointment scenarios against collective bargaining agreement provisions. Organized decision points that support accurate processing and timely escalation of interpretation questions.

LEADERSHIP & AWARDS

- SHRM Certified Professional recognition, earned for demonstrated human resources knowledge and professional judgment.
- Recognized by HR colleagues for dependable service supporting faculty, staff, applicants, and student employees.
- Selected to direct student HR assistants during peak hiring periods and maintain steady workflow.

EDUCATION

Associate of Science in Business Administration, Human Resources Concentration2021

Springfield Technical Community College GPA: 4.0Springfield, MA

Coursework: Human resource management, business communication, organizational behavior, employment law

CERTIFICATIONS

- SHRM Certified Professional 2025
- Microsoft Office Specialist 2024

TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, Outlook, Teams
- **Human Resources Systems:** HRIS, employee records, transaction logs
- **Recruitment Systems:** Applicant materials, interview records, offer paperwork
- **Employment Lifecycle:** Hiring, onboarding, job changes
- **Benefits and Leave:** Benefits administration, leave documentation, leave processes
- **Employee Relations:** Employee relations, faculty relations, labor relations
- **Performance Processes:** Performance documentation, performance records, discipline processes
- **Records Management:** Confidential files, retention practices, audit records
- **Labor Agreements:** Collective bargaining agreements, contract provisions, contractual obligations
- **Orientation Programs:** Faculty orientation, staff orientation, onboarding materials
- **HR Communications:** Applicant inquiries, employee questions, supervisor guidance
- **Project Coordination:** HR projects, shared trackers, workflow coordination

SKILLS

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|---------------------------|----------------------|-------------------------|-----------------------------|
| • Recruitment | • Leave Management | • Collective Bargaining | • Microsoft Excel |
| • Hiring | • Employee Relations | • Confidential Records | • Written Communication |
| • Orientation | • Faculty Relations | • HR Projects | • Stakeholder Collaboration |
| • Benefits Administration | • HRIS Data Entry | • Customer Service | |

PROFESSIONAL AFFILIATIONS

- Society for Human Resource Management, professional member supporting continued HR practice development.
- Higher education human resources community, engaged with academic staffing, employee service, and public institution practices.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST