

Amira Siddiqui

HR Administrative Support

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STRENGTHS

- ✓ **Accurate recordkeeping**
Source validation became a daily habit in PeopleSoft work, helping prevent incomplete transactions and giving teammates confidence in records.
- 👥 **Calm customer service**
Busy front desks and urgent phone calls called for patience; clear explanations helped employees leave with useful next steps.
- 📋 **Workflow organization**
When intake volume rose, tracking sheets and checklists made pending work easier to see and less likely to stall.
- 🔒 **Confidential judgment**
Sensitive employee records required discretion in routine moments, with policy questions routed carefully instead of guessed.
- ⚙️ **Adaptable team support**
Moving between reception, email, scanning, and HR transactions kept service steady when team priorities changed.

SKILLS

HR administration PeopleSoft
NEOGOV Microsoft Office
Data entry Document intake
Employee clearances
ID badge administration
HR policies Benefits support
Customer service
Email correspondence
Confidential records

SUMMARY

Human resources administrative professional with three years of experience supporting employee services, transactional HR workflows, data entry, document intake, and high volume customer inquiries. Provides clear phone, email, and in person service while explaining established **HR policies**, benefits, onboarding steps, and administrative processes. Experienced with PeopleSoft, NEOGOV, Microsoft Office, **employee clearances**, ID badge administration, and **public sector** service environments. Maintains accurate confidential records by validating source information before entry, organizing intake queues, and tracking pending work through completion. Supports **senior HR staff** during busy hiring and employee service periods, balances competing deadlines, and learns new systems quickly. Brings calm judgment, dependable follow through, and careful communication to daily HR operations while protecting accuracy, compliance, and employee trust.

EXPERIENCE

HR Administrative Coordinator

Mountain Plains Transit Authority 📅 May 2025 - Present 📍 Denver, CO

Supports public sector HR service operations across employee inquiries, PeopleSoft transactions, document intake, clearances, badge requests, benefits communication, and senior staff administration. Manages shifting priorities through organized tracking, source validation, and timely escalation while protecting confidential information.

- Triaged **high volume** employee inquiries through **phone**, email, and reception, documenting requests for timely follow through
- Validated PeopleSoft source records before entering personnel data, reducing incomplete transactions and avoidable corrections
- Explained **benefits** and onboarding procedures clearly, escalating eligibility questions for analyst review
- Coordinated **document intake**, employee clearances, and badge requests, keeping status records easy to confirm
- Managed Excel, Outlook, Word, and tracking tools across recurring deadlines and changing intake volume
- Supported **senior HR staff** during peak hiring periods, preserving **confidentiality** as urgent requests shifted priorities

Human Resources Assistant

Foothills County Services 📅 June 2024 - April 2025 📍 Lakewood, CO

Supported county HR administration through onboarding coordination, PeopleSoft updates, document review, front desk service, clearance paperwork, badge scheduling, and recurring intake tracking. Built practical **workflow** aids that gave HR staff clearer visibility into pending work without changing established policy.

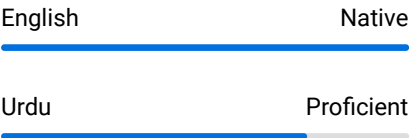
- Organized county onboarding forms, checked completeness, and routed transactions to appropriate HR specialists
- Updated **PeopleSoft** employee **records** using source verification for names, dates, job data, and status changes
- Answered routine benefits and HR process questions, recording unresolved issues for analyst follow up
- Coordinated new hire appointment, badge, and clearance paperwork, clarifying required next steps
- Balanced reception, telephone, **email**, and **administrative** deadlines during busy employee service periods
- Created **Microsoft Office** checklists and tracking sheets, improving visibility across recurring intake tasks

Customer Service Administrative Specialist

Public sector administration

Deadline management

LANGUAGES



MY CAREER



- HR Administrative Coordinator at Mountain Plains Transit Authority (1.4 Years)
- Human Resources Assistant at Foothills County Services (10 Months)
- Customer Service Administrative Specialist at Civic Administration Center (7 Months)

Civic Administration Center 📅 October 2023 - May 2024 📍 Boulder, CO

- Delivered front line government **administrative** service across reception, **phone**, email, form processing, document scanning, appointment coordination, and sensitive records handling. Adapted quickly to public sector procedures while keeping information accurate, accessible, and appropriately confidential during high volume periods.
- Answered public and employee inquiries, directing specialized questions to appropriate program staff
 - Entered submitted form data, comparing records for completeness before downstream processing
 - Managed **document intake** and scanning workflows, applying consistent naming and filing practices
 - Prepared correspondence and appointment information in **Microsoft Office** across competing daily priorities
 - Applied approved **public sector** procedures consistently while protecting sensitive information in active records
 - Shifted between reception, phone, email, and back office processing during **high volume** service periods

PROJECTS

Public Sector HR Intake Workflow 📅 2026

Mapped document intake, clearance, badge, and PeopleSoft handoffs across public sector HR service work. Clear status tracking helped staff find pending items and respond to employees with confidence.

Employee Service Records Review 📅 2025

Reviewed recurring employee service records and source documents across onboarding workflows. Practical validation steps supported cleaner transactions, clearer follow up, and more reliable administrative records.

LEADERSHIP & AWARDS

- Trusted with peak period HR service coverage, supporting senior staff while maintaining accurate confidential records.
- Recognized through recurring responsibility for employee clearances, badge requests, and sensitive document intake.
- Selected to create reusable intake checklists that gave HR staff clearer visibility into pending administrative work.

EDUCATION

High School Diploma

Aurora Central High School 🎓 GPA: 4.0 📅 2023 📍 Aurora, CO

Coursework: Business communication, computer applications, office administration, customer service

CERTIFICATIONS

- Microsoft Office Specialist: Associate 📅 2024
- PeopleSoft HR Administration Training 📅 2025

TECHNICAL SKILLS

- **HR Information Systems:** PeopleSoft, NEOGOV, employee records
- **Microsoft Office:** Excel, Outlook, Word
- **Customer Service Channels:** Phone, email, reception
- **HR Administration:** Onboarding, benefits support, policy guidance
- **Document Processing:** Document intake, scanning, filing
- **Employee Clearance Work:** Clearance paperwork, status tracking, approvals
- **Badge Administration:** ID badges, badge requests, appointment coordination
- **Data Quality Controls:** Source validation, completeness review, discrepancy correction

- **Public Sector Operations:** Government service, county administration, transit authority
- **Administrative Workflow:** Intake queues, checklists, deadline tracking

PROFESSIONAL AFFILIATIONS

- Public sector human resources operations and employee service administration
- Microsoft Office Specialist community and workplace productivity practice

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST