

Bianca Ross

Human Resources Office Administrator

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STRENGTHS

- 🔒 **Confidential records care**
Protected sensitive personnel information through controlled access, retention schedules, and careful review. Colleagues trusted this judgment.
- ✅ **Quality assurance**
Caught missing forms and data mismatches before effective dates. That early review kept employee movement smoother.
- 👥 **Employee service**
Handled front desk, phone, email, and visitor requests with patience. People received clear next steps, even during busy periods.
- 📁 **Administrative organization**
Kept contracts, invoices, reports, schedules, and records moving in order. Teams relied on consistent follow through.
- 💬 **Collaborative communication**
Worked closely with recruiters, managers, applicants, and vendors to resolve issues. Shared context helped decisions move faster.

SKILLS

<u>HRIS</u>	<u>Onboarding</u>	<u>Position control</u>
	<u>Employee movement</u>	
	<u>Records retention</u>	
	<u>PII confidentiality</u>	
	<u>Recruitment support</u>	
<u>Excel reporting</u>	<u>Outlook scheduling</u>	
	<u>Contracts processing</u>	
<u>Billing documents</u>	<u>Expense reports</u>	
	<u>Records management</u>	

SUMMARY

Human resources administrative professional with six years supporting employee records, position data, onboarding, internal movement, **recruitment coordination**, and office operations. Maintains accurate HRIS information, reviews documentation, protects personally identifiable information, and applies retention practices with sound judgment. Experienced in Excel, Outlook, reporting, scheduling, **employment contracts**, **billing documents**, expense reports, and high volume **employee service**. Supports employees, applicants, managers, vendors, and visitors through clear communication and dependable follow through. Builds organized workflows for deadline driven environments, investigates discrepancies before records move forward, and keeps sensitive information appropriately controlled. Works independently, prioritizes competing requests, and partners effectively across teams. Ready to contribute disciplined administration, responsive service, and reliable records support in a public sector human resources office.

EXPERIENCE

Senior HR Administrative Coordinator

Northstar Community Services 📅 July 2024 - Present 📍 Madison, WI

Leads **human resources administration** for a multi site workforce, supporting position control, employee movement, **confidential records**, reporting, contracts, expense documentation, and front desk coverage. Partners with recruiters, managers, employees, vendors, and HR colleagues to resolve discrepancies and keep administrative actions moving accurately.

- Reconciled approved **position data** with HRIS records before staffing changes entered downstream processes.
- Reviewed onboarding packets and resolved missing documentation with recruiters, managers, and employees before effective dates.
- Maintained confidential personnel records under retention schedules, documenting disposition steps and access controls for audit readiness.
- Built **Excel** reconciliation files and HRIS reports for open positions, employee movement, and pending actions.
- Processed employment agreements, vendor invoices, **expense reports**, and supporting records through established approval workflows.
- Provided **front desk** coverage, triaging employee, applicant, and visitor questions for appropriate HR follow up.

Human Resources Coordinator

Lakeshore Public Services 📅 January 2022 - June 2024 📍 Milwaukee, WI

Supported human resources operations across administrative and field teams, coordinating onboarding, personnel changes, electronic records, recruitment scheduling, **financial documentation**, reporting, and employee service. Built dependable working relationships with HR partners and applicants through timely communication and careful policy application.

- Validated **onboarding** forms, approvals, effective dates, and employee data before **HRIS** entry for personnel changes.
- Organized electronic employee files and retention inventories, improving retrieval consistency for authorized HR staff.
- Prepared Excel reports on vacancies, personnel actions, and onboarding status, investigating mismatches before distribution.
- Coordinated interview schedules and applicant communications through **Outlook** during simultaneous recruitment campaigns and changing calendars.
- Processed **contracts**, **billing** records, purchasing documents, and employee expense submissions under established administrative procedures.
- Served employees and applicants by phone, email, and in person, escalating policy questions appropriately.

Customer service

Quality assurance

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior HR Administrative Coordinator at Northstar Community Services (2.2 Years)

● Human Resources Coordinator at Lakeshore Public Services (2.4 Years)

● Administrative Services Specialist at Prairie Ridge Utilities (1.2 Years)

Administrative Services Specialist

Prairie Ridge Utilities 📅 October 2020 - December 2021 📍 Waukesha, WI

Managed daily administrative services for employees, supervisors, vendors, and public visitors, with responsibility for records, spreadsheets, correspondence, invoices, scheduling, reception, and confidential information. Applied consistent review practices and retention procedures across competing deadlines and changing priorities.

- Managed a busy administrative queue for employees, supervisors, vendors, and public visitors across daily deadlines.
- Maintained personnel spreadsheets and office databases, correcting source data discrepancies before **reporting** and follow up.
- Prepared correspondence, invoices, expense documentation, meeting materials, and **confidential records** using Microsoft Office.
- Coordinated calendars, interviews, meetings, and document deadlines in Outlook for changing stakeholder priorities.
- Applied file classification and retention procedures to paper and electronic records, supporting authorized access.
- Provided reception coverage and resolved routine requests independently before directing complex matters to specialists.

PROJECTS

Electronic Records Retention Review 📅 2025

Created a practical review workflow for electronic personnel files, retention inventories, access controls, disposition documentation, and retrieval consistency. The effort clarified administrative checkpoints and supported cleaner HR records maintenance.

Position Data Reconciliation Workbook 📅 2024

Built an Excel based reconciliation approach for comparing approved position information with HRIS records, open staffing actions, and employee movement documentation. The project supported accurate downstream processing and clearer follow up.

LEADERSHIP & AWARDS

- Recognized by HR leadership for dependable handling of confidential employee records and sensitive administrative requests.
- Selected as a trusted backup for front desk service during high volume periods and competing employee needs.
- Praised by team partners for clear applicant communication, accurate reporting, and consistent follow through.

EDUCATION

Associate of Applied Science in Human Resources

Madison Area Technical College 🎓 GPA: 0 📅 2020 📍 Madison, WI

Coursework: Human resources administration, business communication, office systems, employment practices

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2023
- HRIS Administration Certificate 📅 2024

TECHNICAL SKILLS

- **Human Resources Systems:** HRIS, position control, employee movement
- **Microsoft Office:** Excel, Outlook, Word
- **Records Management:** electronic records, retention schedules, file classification
- **Onboarding Administration:** onboarding packets, approvals, effective dates
- **Recruitment Administration:** interview scheduling, applicant communication, vacancy tracking
- **Financial Documentation:** contracts, billing documents, expense reports
- **Reporting and Data Quality:** Excel reconciliation, HRIS reports, data validation

- **Customer Service Channels:** front desk, phone support, email support
- **Confidentiality Practices:** PII protection, access controls, disposition records
- **Administrative Coordination:** calendar management, meeting coordination, deadline tracking

PROFESSIONAL AFFILIATIONS

- Human resources operations partner supporting recruiters, managers, employees, applicants, vendors, and visitors.
- Administrative services collaborator contributing organized records practices, responsive service, and dependable team coverage.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST