

VICTORIA CALVIN, MHRM

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Summary

Highly motivated individuals with the desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Hardworking with excellent/ customer service, multitasking and time management abilities. Devoted to giving every customer and positive and memorable experience.

Skills

- Project Management
- HR Compliance
- Recruitment Process
- Human Resource Management
- Payroll/Benefit Functions
- New Hire Training Process
- Onboarding Process
- Quality Assurance (QA)
- Data Entry
- HRIS Database
- Cognos/JDE Database
- Office Management
- Content Development
- Document Preparation
- Office Administration
- Calendar Management
- Employee Engagement
- Employee Recognition
- Training Coordination
- Employee Relations
- SAP Database
- New Hire Orientation

Experience

INTERNATIONAL PAPER • MEMPHIS, TN

HR Administrative Assistant

01/2017 – 12/2024

- Provided support to one Director and Four Managers on the Global HR Operations Lead Team
- Filed documents, delivered mail and performed bookkeeping to facilitate office operations
- Supported HR Operations with timely responses to employee inquiries
- Managed the day-to-day office operations, organizational chart, weekly Compliance/HR Operations team schedule and contact list
- Collaborated with the Enterprise Learning Services (ELS) team on content development and testing new/updated system processes in MyLearning
- Coordinated the HR Operations monthly Lead Team Meeting
- Managed MyAccess Database for the Alight Solutions Group
- Organized company events, training, and team building activities
- Managed purchase requisitions (PRs) in the SAP Ariba Solutions database
- Managed employee attendance records including tracking vacation time off requests
- Provided support to the HR department by preparing documents, updating databases and organizing files
- Provided administrative support for team projects, and meetings, including room reservations, catering and agenda preparation
- Coordinated new hire onboarding and logistics for HR Operations
- Performed invoice and expense accounting processes according to company policies
- Performed other administrative duties such as copying, scanning, faxing documents and proficient in Microsoft Office
- Ensured efficient communication with employees and timely resolution to their inquiries

FEDEX EXPRESS HUB RECRUITMENT CENTER • MEMPHIS, TN

Recruiter

10/2016 – 12/2016

- Assisted three field managers in the west region for specific non-exempt recruitment, selection and onboarding processes
- Worked with hiring managers to determine specific requirements for job postings
- Reviewed applications and pre-screening questionnaires according to established guidelines
- Scheduled and conducted preliminary screening/interviews
- Responsible for routing applicant written and verbal communication
- Uploaded onboarding forms to the HRIS database, scheduled drug/physical screening, requested motor vehicle reports (MVRs) and initiated background checks (CRIM)

- Reviewed candidate status via MSP or PRISM database
- Provided follow-up communication to candidates regarding application status
- Complied with all applicable laws/regulations, as well as company policies and procedures.
- Maintained accurate personnel files in accordance with regulations
- Ensured compliance with labor laws and regulations
- Reviewed employment applications, candidate backgrounds, skills, compensation needs and other qualifications

FEDEX TRADE NETWORKS TRANSPORT AND BROKERAGE · MEMPHIS, TN

Import Coordinator

03/2016 – 10/2016

- Monitored government regulations and standards to ensure alignment with company policies and procedures
- Developed and maintained positive customer relations and coordinated with team members to ensure requests and questions were handled appropriately
- Researched packages for non-applied cash and/or non-payments
- Processed and analyzed documentation to determine harmonized tariff numbers, NAFTA, FDA, reviewed customer SOPs and other shipping information for accuracy
- Entered customer data via FedEx Mainframe applications, Indy Image, Visa3 and Duplex database
- Completed the classification of imported merchandise and duty rates associated with the release process of each shipment
- Communicated with customers, Customs and Border Protection (CBP) and other government agencies to obtain information necessary for release
- Managed client relationships and provided excellent service
- Reviewed tariff classifications to ensure accuracy
- Ensured compliance with government regulations and restrictions
- Adhered to standard operating procedures for every customer's account and data to maintain consistent service levels

WRIGHT MEDICAL TECHNOLOGY · MEMPHIS, TN

Compliance Coordinator

05/2015 – 03/2016

- Coordinated product return with customers, hub sales representatives, and private facilities
- Developed and revised content in the Incident Evaluation Form
- Retrieved, managed compliance data via Cognos, Web Extender databases that housed archived data, Info Med compliance database, JDE and DAS Database for product parts
- Collaborated with cross-functional teams to address compliance concerns
- Monitored regulatory changes and updated processes accordingly
- Maintained detailed database of compliance data, activities and actions taken
- Communicated compliance procedures to sales reps, legal office, physicians and/or hospital facilities, coordinated and managed all compliance issues received via, phone, WMT surveys, mail and/or email
- Ensured consistency in product quality planning, quality control and quality improvement
- Verified documentation against compliance standards and communicated deficiencies to resolve issues
- Trained employees on compliance regulations and best practices

RAYMOND JAMES FINANCIAL SERVICES · MEMPHIS, TN

Client Service Associate I

05/2014 – 04/2015

- Analyzed data to identify discrepancies and problem solving
- Updated client information in the account profile and process portal via the RJnet Database
- Resolved issues that arose during account transfers or other operations processes in a timely fashion.
- Facilitated communication between clients and other advisors within the firm regarding investment decisions or strategy changes
- Processed new accounts quickly and efficiently while ensuring compliance with regulations
- Verified incoming documents submitted to the sort and cash new database, manage and track multiple detailed assignments with frequently changing priorities and deadlines
- Answered inbound calls from clients and Financial Advisors, routed calls to appropriate resource
- Handled all customer relations issues pleasantly, by enabling immediate resolution and client satisfaction
- Responded to all customer inquiries completely and professionally
- Documented all customer inquiries and comments thoroughly and quickly
- Researched issues and made quick decisions to achieve efficient and effective resolutions

FEDEX EXPRESS (MEMPHIS HUB) · MEMPHIS, TN

Material Handler

04/2013 – 05/2014

- Maintained and comply with all safety guidelines
- Coordinated daily work strategies, following oral and written instructions to properly move and ship products
- Operated equipment while observing standard safety procedures
- Listened closely during team meetings to gain complete understanding of duties required for completing priority tasks
- Loaded completed orders on pallets according to delivery numbers
- Operated lift equipment to safely move stock in and out of high bay areas and around premises
- Unloaded cargo from trucks with mechanized equipment
- Coordinated incoming and outgoing shipments and placement of materials to meet scheduling requirements

SERVICEMASTER CLEAN · MEMPHIS, TN

Compliance Specialist

05/2009 – 03/2013

- Served as Compliance team-leader and process trainer for new team members
- Conferred frequently with specialists to stay current on compliance requirements and procedures
- Collected and reviewed data to identify potential compliance issues requiring further review
- Maintained detailed database of compliance data, activities and actions taken
- Verified documentation against compliance standards and communicated deficiencies to resolve issues
- Liaised with regulators during inspections or audits as needed
- Streamlined processes through continuous improvement initiatives in compliance areas
- Created comprehensive reports for management detailing compliance efforts
- Followed up with licensees to verify adherence to requirements
- Issued clear warnings to violators, outlining infractions, penalties and remediation steps
- Monitored regulatory changes and updated processes accordingly
- Reviewed contracts and agreements for legal compliance considerations
- Trained employees on compliance regulations and best practices
- Provided support to the department by assisting with special assignments and projects

UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER · MEMPHIS, TN

Senior Administrative Service Assistant

08/1981 – 04/2009

- Managed the day-to-day operations in the HR Records area
- Assisted with special projects as assigned by management or other departments
- Prepared meeting materials such as agendas, handouts, presentations
- Answered multi-line phone system, directed calls to appropriate personnel
- Composed business letters, memos, emails using correct grammar, punctuation, and spelling
- Performed data entry duties accurately and efficiently
- Managed multiple tasks while maintaining attention to detail
- Responded promptly to customer inquiries via telephone or email in a professional manner
- Scanned documents into electronic filing system according to established procedures
- Provided administrative support to staff members in the office
- Ensured compliance with applicable laws and regulations related to department activities
- Managed I-9s and personnel files for all campus employees
- Reviewed and edited documents for accuracy and completeness prior to submission
- Maintained accurate records of all incoming and outgoing correspondence
- Greeted visitors in a professional manner as needed
- Developed spreadsheets, and generated reports utilizing various software packages
- Answered phone calls and emails to provide information, resulting in effective business correspondence
- Ordered supplies and equipment as needed for the department operations
- Developed administrative processes to achieve organizational objectives and improve office efficiency
- Maintained accurate department and customer records
- Proofread content for typo-free emails and documentation
- Directed customer communication to appropriate department personnel
- Tracked and submitted employee timesheets to prepare for payroll processing

Education and Training

STRAYER UNIVERSITY · MEMPHIS, TN

Master's Degree in Human Resources Management/HR Generalist (MHRM)

12/2017

Honors: Graduated cum laude, Graduated with 3.75 GPA, Golden Key Honor Society Member

UNIVERSITY OF MEMPHIS · MEMPHIS, TN

Bachelor's Degree in Professional Studies/Health Services Administration (BPS)

12/2014