

# Brittany Brooks

## Human Resources Assistant

b.brooks@email.com

(123) 456-7890

Dublin, OH

[LinkedIn](#)

### WORK EXPERIENCE

---

#### Cardinal Health - Human Resources Assistant

2022 - current

Dublin, OH

- Helped the senior HR team in payroll processing on Paychex, ensuring **98% accuracy and timely payment for a health center with 72 employees.**
- Conducted quarterly audits of employee time entries in TSheets, bringing down the discrepancies in time sheets from 26% to 14% while ensuring compliance with labor laws.
- Stored employee records as per HIPAA regulations, maintaining confidentiality and data integrity.
- Generated monthly employee reports with the help of Lattice, providing insights into key metrics such as annual employee turnover rates.

#### Procter & Gamble (P&G) - Administrative Assistant

2020 - 2022

Cincinnati, OH

- Managed calendars for C-suite executives, **scheduling 192 meetings each month on Zoom**, and ensuring timely coordination across multiple time zones for international clients.
- Developed 27 materials using Adobe Captivate Prime for administrative clerks, helping them engage more with training programs.
- Organized travel plans for higher-ups, negotiating prices with travel agencies, resulting in a 12% reduction in travel expenses.
- Monitored office supplies and placed bi-monthly orders as per requirements, cutting down supply costs by 32% due to loyalty discounts.

#### Nationwide Insurance - Customer Service Representative

2019 - 2020

Columbus, OH

- Handled an average of 39 customer inquiries daily via phone, achieving a 94% satisfaction rating.
- Facilitated instant file sharing and collaboration using Dropbox Business, providing claim-related data to customers in real-time for 71% of calls.
- Analyzed feedback data in Glint to identify areas for improving service, leading to a **21% increase in customer satisfaction scores.**
- Assisted in writing 3 personalized customer service scripts, providing customers with detailed responses.

### EDUCATION

---

#### Ohio State University - Bachelor of Science, Human Resources Management

2016 - 2020

Columbus, OH

### SKILLS

---

ADP Workforce Now; JazzHR; Paychex; Glint; Adobe Captivate Prime; TSheets; Lattice; Ease; Dropbox Business; Zoom