

Joan F. Williams

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Objective Statement: To obtain a position in which I may utilize my organizational, management and communication skills.

Education:

Bachelor of Business Administration (Human Resource Management) May 2009

Collateral: International Business

University of Tennessee-Knoxville, Knoxville, TN

Work Experience:

Human Resources Assistant, Regal Entertainment Group, Knoxville, TN, 2009-Present

- Respond to employment inquiries from employees and management personnel.
- Answer time sensitive unemployment claims and attend unemployment hearings.
- Process terminations via UltiPro.
- Perform investigations to determine disciplinary actions within a certain time frame.
- Communicate employment laws and company policies to management and employees.
- Delegate responsibilities to subordinates regarding data entry and file maintenance.
- Correspond with Payroll regarding payment laws.
- Reply to employee benefits inquiries regarding leave of absences.

Summer Human Resources Intern, Wackenhut-OR, Knoxville, TN, 2009

- Conducted reference checks of selected candidates.
- Reviewed interview questions, chart candidates' interview scores.
- Assisted with maintaining automated resume and applicant tracking system.
- Provided support to Staffing and Recruiting Specialist and Human Resources Specialist.
- Provided support to the Benefits Specialist, Diversity Specialist and Receptionist.

Remarketing Specialist, Vanderbilt Mortgage, Knoxville, TN, 2009.

- Communicated with potential buyers, oral and written, about our products.
- Contacted customers from Leads 360 database and answer their questions.
- Closed sales with customers.

Summer Sales Manager Intern, JCPenney, Knoxville, TN, 2007 - 2008

- Increased monthly sales in one department by 5%.
- Helped train staff members.
- Managed people and merchandise.
- Assisted in the hiring/staffing process.

Activities:

2nd Vice President/Community Service Chair, Alpha Kappa Alpha Sorority, 2008

Skills:

- Proficient in Microsoft Access, Excel, Outlook, PowerPoint, Word, UltiPro, and Kronos.
- Some training and experience with iCims recruiting software.
- Proven communication skills through education and work experience.
- Familiar with FMLA, EEO, Union laws, Unemployment laws.
- Deadline oriented, organized, team player, ethical, detail oriented, adaptable quick learner.