

Jemma Mendoza

(504) 460-2685

Citizenship: US

Jema1959@gmail.com

PO Box 2512

Marrero, LA 70073

Desired Location: Remote

Summary of Qualifications: Human Resource Professional with over 16 yrs of experience and skills in a wide range of HR functions. Result orientated manager of a human resources department that was consistently recognized for managing multiply projects with accuracy. Proven ability to solve complex problems with both management and employees while ensuring that rules and laws were adhered to. Provided guidance to departments for consistency with rules and laws when developing policies and procedures. Proficient in employee relations, performance management, workers compensation, management Skilled in the areas of listening, internal and external customer relations, planning and coordinating with various levels throughout organizations, leadership development and supervision.

Professional Experience

Maximus

Reston, Virginia

Corporate Headquarters

03/21 – 8/21

Lead: Christian Stanley

P: (703)251-8500 (Hqtrs)

Remote CSR Agent -Vaccine Specialist

Duties,Related Skills, and Accomplishments: Answered inbound calls for scheduling/rescheduling COVID 19 vaccines and providing information to citizens off the State of Indiana. Proficient in utilizing ZOTEC Scheduling System to access and add caller's information into database. Skilled at scheduling , customer service. Highly skilled in communication (verbal and written). Scheduling vaccines offer a step to keeping the community safe.

United States Census Bureau

Atlanta, GA

Jefferson, LA Site

03/20 – 10/20

S: Danielle McInerney

P: (504)401-6368

Census Field Supervisor

HRIS software – LEO and ISIS organization management system

Duties,Related Skills and Accomplishments: Supervised a team of 15-20 field enumerators managed scheduling and provided training. Evaluated job performance through observation and monitored through performance metrics and assisted in resolving issues. With a focus on continuous improvement and improved staff proficiency and work performance, identified enumerators having additional training needs. Prepared and submitted daily, weekly, and monthly reports associated with related policy and protocol. Assisted with staff orientation. Surveyed population to provid data metrics and statistics information for businesses on household population and states and community redistricting.

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Child Adolescent Behavioral Health System

New Orleans, LA

State of Louisiana

Human Resources Director B

08/09 – 01/13

S: Antoinette Aubrey

P: (504) 812-8221

Duties, Related Skills and Accomplishments: Managed all phases of Human Resources and payroll program. Coordinated recruitment, selection and plans for retention; Administered New employee induction and orientation; managed the Human Resources information systems LEO for managing employee data and payroll and ISIS organizational management for maintaining positions and descriptions. Served as Employee Relation Officer by overseeing legal compliance and handled employee relations concerns; advised management and counseled employees on rules and laws adherence. On supervisory recommendation, assisted with disciplinary write up and consulted with legal relating to action. Managed worker's compensation program and attended court hearings as the HR records officer. Balanced and managed competing priorities in a one person office. As Executive Team member, participated in creating the department's strategic plan.

New Orleans Adolescent Hospital

New Orleans, LA

State of Louisiana

Human Resources Director B

08/04 – 08/09

S: Shelby Price

P: (504)457-8317

Duties, Related Skills and Accomplishments: Planned, directed all phases of Human Resources and Payroll programs; supervised and provided procedural direction and training for HR staff (2 Analysts and 1 HR Specialist). Managed classification and pay; assisted with developing job descriptions; managed benefits (LA State Employees Retirement (LASERS), Office of Group Benefits (OGB), misc. other value added type insurance programs. Directed Planning, Performance Evaluation (PPE) program. Managed orientation, personnel training, training records upkeep, database for all 480 employee personnel records. Managed training database and recommended staff training. Managed temporary workers contracts and employee staffing, budget and financial reports. Investigated discrimination/harassment claims; Assisted with disciplinary actions; responded to EEO claims and referred with documentation to legal department. Managed worker's comp; attended Executive Board meetings weekly providing staffing solutions. Developed an employee incentive program awarding employees for there years in service.

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Charity Hospital of New Orleans

Port of South Louisiana

New Orleans, LA

State of Louisiana

Human Resources 2&3

12/97 – 01/01

S: Catherine Davis

P: 504 484-4600 (May Contact)

Managed worker's compensation program and attended court hearings as the HR records officer.

Education

05/02 BA concentration in Human Resources

Volunteering Experience

Second Zion Church/Nehemiah 20/20: January 2003 – January 2006- Secretary: Managed communications and correspondence; Responsible for taking accurate minutes and distributing; and notification of scheduled meeting to BOD and members.

GNOSHHRA- March 2009-March 2010- Treasurer: Ensured accurate records and documentation; Managed organization's Fundraising activities by ensuring salary surveys were sent out to businesses. Prepared reports on financial status of organization and reported during business meetings.

NCBW-GNO - May 2011 – May 2016- VP Fundraising: Managed fundraising meetings, committee and activities; Developed plan to ensure that fundraising goals were met; identified and communicated with funding sources. Managed the chapter's signature annual gala event.