

Fatima Shah

HR Generalist Profile

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Goal-driven professional with a background in HR generalist affairs, including maintaining work structure, recruiting/training staff, conducting interviews, administering employee benefits, taking part to educational opportunities, and disciplining employees within B2B/B2C environments.

Repeated success in employee/customer relations, human resource generalist tasks, project management, and executive communications. Adept at negotiating win-win compromises by reducing costs, improving processes and employee engagement, identifying training needs, optimizing working conditions, and maintaining human resource records. Capable of directing, developing, and implementing HR policies and procedures aimed at effective staff and resource utilization within high-growth organizations.

Areas of Expertise

- ◆ Budget Management
- ◆ Benefits & Compensation
- ◆ Interviewing & Scheduling
- ◆ Employee Recruitment & Retention
- ◆ Mediation & Conflict Resolution
- ◆ Training & Development
- ◆ Office Activities Administration
- ◆ HR Records Management
- ◆ Client Relations Management

Professional Experience

ProService Hawaii - Remote HRA - Contract Position

Oct/2021 – Dec/2021

Managed multiple clients, including reputable restaurant chains within the USA. Administered payroll procedures, such as w-2's for the outer company, and onboarded their employees. Leveraged skills in maintaining employee files and disciplinary notes. Participated in meetings with the business owners to optimize on-boarding of employees. Communicated with clients and their employees directly.

Rodeo Auto - Houston, TX HR & Benefits Specialist

Aug/2020 – Jan/2021

Provided support in managing the entire process of onboarding new workers, including New Hire Paperwork, employee participation in corporate healthcare, and IRA benefits. Performed routine reviews of personnel files to verify that all paperwork was up-to-date. Utilized skills in tracking and ensuring the completion of employee leave forms.

- Processed in a timely way the organization's bi-weekly paycheck for 41 workers.

BIC Sunday School - Bentonville, AR Vice Principal

Sep/2015 – Dec/2017

Assisted principal in the successful recruitment of educators and trained new staff in preparation for upcoming classes. Served as main point of contact for parents and staff members for questions and concerns. Successfully developed school menu for calendar year as well as end-of-semester activities for students.

Bentonville Public Library - Bentonville, AR Reference Clerk

Apr/2016 – Jan/2017

Delivered pro-active support to the patrons in locating library resources and equipment. Tasked with creating elaborate monthly displays for adult reference area and designing DVD/CD covers.

BIC- Bentonville, AR Youth Director

Apr/2016 – Jan/2017

Oversaw activities such as volunteer at a food bank, field days, arts/crafts, interfaith activities, BBQ's etc.

Garden Oaks Dental - Houston, TX Office Manager/HR

Jul/2010 – May/2014

Led team members in marketing and selling treatment plans to patients. Built and maintained customer relations with all patients to create lasting professional relationships. Assisted with general onboarding of new employees.

- Consistently surpassed monthly sales goals of \$50,000.

Education

M.E. in Curriculum and Instruction (Expected: 2023) - University of Houston

Bachelors of Science in Education - with a concentration in HR and Workforce Development (2020) - University of Arkansas