

I am a highly dedicated and committed human resources professional, with decades of experience in the field. My work is characterized by the ability to work across operational units to promote excellent customer service and achieve exceptionally performing programs.

I adeptly handled hands-on daily claims administration for state leaves, short-term disability and workers' compensation, supervised two staff members and conducted overall program management for an employee population of over 5,500. Our employees worked across six states, in decentralized field locations, and were covered by six different collective bargaining agreements.

I have extensive knowledge, training, and experience in workers' compensation, leaves administration, reasonable accommodation and disability administration. Other areas of my training and expertise include:

- Comprehensive benefits administration.
- Generalist functions such as classification/compensation, performance reviews, conducting investigations, grievance resolution, recruitment, employee relations and employee engagement.
- Training development and delivery.
- Consistently demonstrated effective verbal and written interpersonal communication skills.

I pride myself on my ability to work collaboratively with people from diverse backgrounds, and have effective operating units/programs built trust among management, co-workers and internal customers.

A common theme throughout my references will be my problem solving abilities, initiative, and ability to hit the ground running. I am results-driven and able to produce tangible metrics to illustrate service delivery.

Thank you, in advance, for your time and consideration.

Sincerely,

Nicole Henneman