

# Heather York

Lebanon, TN 37087

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## Professional Summary

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Skilled HR Manager with 3 years of experience in human resources and operations management. Proficient in payroll processing for over 400 employees, maintaining compliance with data protection regulations, and implementing HR policies. Demonstrated leadership in training and developing staff, enhancing organizational efficiency, and fostering a transparent work environment. Currently pursuing a Bachelor's degree in Business to further enhance HR expertise.

Authorized to work in the US for any employer

## Work Experience

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### **On-Site HR Manager**

Apollo Mechanical Contractors-Smyrna, TN

January 2023 to Present

- Provided administrative support to the HR department, efficiently managing calendars, scheduling appointments, and coordinating meetings
- Maintained accurate and up-to-date employee records, including personal information, attendance, and performance evaluations, ensuring compliance with data protection regulations
- Assisted in the development and implementation of HR policies and procedures, contributing to a standardized and transparent work environment
- Facilitated employee orientations, providing information on company policies, benefits, and expectations, and addressing any questions or concerns
- Coordinated employee training programs, tracking attendance and ensuring that employees received the necessary resources for professional development
- Managed the HR department's inbox, responding to inquiries from employees and external partners in a timely and professional manner
- Managed the filing and organization of HR documents, ensuring accessibility and compliance with document retention policies
- Processed payroll for 400 plus employees on a weekly basis, ensuring accurate and timely payment.

### **General Manager**

Buddy's Home Furnishings-Lebanon, TN

November 2021 to January 2023

- Overseeing daily business operations.
- Developing and implementing growth strategies.
- Training low-level managers and staff.
- Creating and managing budgets.
- Improving revenue.
- Hiring employees.
- Evaluating performance and productivity.
- Analyzing accounting and financial data.

- Researching and identifying growth opportunities.
- Generating reports and giving presentations.
- Process payroll

### **Customer Service Manager**

American Wonder Porcelain-Lebanon, TN

March 2017 to November 2021

- Managed all corporate customer accounts.
- Set up shipments using preferred carriers, searched for the best rates from carriers, created BOLs, tracked shipments.
- Ensured all employees had all the tools needed to complete their jobs.
- Submitted time/payroll weekly for my department.
- Made sure all work was completed in a timely manner.
- Input orders, Scheduled pick appointments and delivery appointments.
- Utilized excel daily for reports and documentation, Invoiced orders, answered calls & all other basic office duties.
- Assisted marketing with projects and promotions.

## Education

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### **Bachelor's degree in Business**

Strayer University

March 2025 to Present

### **Associate's degree in Business Management**

Strayer University

September 2023 to March 2025

### **Diploma**

Wilson County Adult Education-Lebanon, TN

2008 to 2009

## Skills

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- Microsoft Excel
- Customer service
- Microsoft Office
- Payroll
- Management