***Ann Maxis***  [andrene.maxis@gmail.com](mailto:andrene.maxis@gmail.com)

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***Talent Acquisition Specialist (Multilingual)***

***Professional Summary***

Dedicated office management professional with experience handling a wide range of administrative, technical and executive-support tasks. Excel in resolving employer challenges with innovative solutions, systems and process improvements that increase efficiency, customer satisfaction and the bottom line. Skilled relationship builder with proven ability to work with different personality styles. Advanced computer skills in MS Office Suite and other applications/systems.

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| --- | --- | --- |
| * Office Management | * Complex Problem Solving | * Record Management |
| * Teambuilding & Supervision | * Meeting & Special Event Planning | * Human Resources |
| * Policies & Procedures Manual * Staff Development & Training | * Report & Document Preparation * Spreadsheet & Database Creation | * Inventory Management * Recruiting & Marketing |

***Education***

* Master of Education: Educational Leadership, American InterContinental University, Hoffman Estates, IL
* Bachelor of Science: Health Services Administration, Florida International University, Miami, FL

***Management Achievements***

* Managed, planned, organized, and executed the City, County, Healthcare, Technology, Hospitality, and Manufacturing organizations career events which resulted in more than 90% in new hires
* Directed the Traditional Hospital and Broward Regional Hospital Career Fair Events
* On-The-Job Training (OJT) and Florida Back to Work (FBW) program lead exceeding annual goal
* Led the $300K National Dislocated Workers Grant (NDWG) providing training and job placement assistance in Alachua and Bradford county

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***Business Services***

* Created a new method to identify clients’ work ready and increased placements by 50% for the fiscal year
* Developed relationships with employers and increased new business resulting in weekly hiring events
* Followed up on referrals, determined status, and took action on job orders on the Employ Florida system
* Repeatedly promoted during tenure with CareerSource, culminating in current responsibility for coordinating office functions

***Recruiting/Human Resources***

* Managed employment records related to events such as hiring, termination, leaves, transfers, and promotions, using the Centralized Individual Data System (CID)
* Processed, verified, and maintained documents including staffing, training, recruitment, grievance, classifications, and performance evaluations
* Screened talent and facilitated in-person interview process while providing a positive experience
* Conducted new hire orientations, and answered questions regarding eligibility, salaries, and benefits
* Implemented a new process to help track clients’ who were Work Ready and increased placements

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***Customer Service***

* Interpreted services in French, Creole, and Spanish to new clients’
* Provided excellent customer service to both internal and external clients’ and employers
* Gathered clients’ information created new account and entered data into the Employ Florida Market System (EFM)
* Provided comprehensive case management services to clients’ to enable them to reach

their stated employment objectives and self-sufficiency and provide employers with qualified candidates

***Professional Experience***

*Business Services Manager*, Public Consulting Group, Inc., Gainesville, FL, 9/2018 to 9/2019

*Senior Recruiter,* CareerSource North Central Florida, Gainesville, FL 5/2018 to 8/2018

*Business Services Recruiter,* CareerSource Research Coast, Stuart, FL, 5/2011 to 3/2014

*Business Services Recruiter,* CareerSource Broward, Fort Lauderdale, FL*,* 2/2009 to 5/2011

*Human Resources Specialist,* Broward College,Ft. Lauderdale, FL, 5/2007 to 12/2008

***Professional Affiliations***

Gainesville Chamber of Commerce, Board Member

***Additional Skills/Technical***

Administrative Support, Financial Services, Expense Reports, Scheduling, Training, Recruitment,

Research, Operations, Prepare Data for Projects, Front Office Reception, Prioritize Work, Multi-task

Effectively, Punctual, High Accuracy, Bookkeeping, Data Entry, Case Management, Energetic,

Customer Focused, Work well in fast paced environments

Proficient at using Microsoft Word, Excel, PowerPoint, Outlook, Google Drive, LinkedIn, Facebook, Twitter

Extensive experience with and the use of managing mainframe systems such as:

(SAS, EFM, SIS, OSST, DEO Florida, WRIKE, Atlas, PeopleSoft, Salesforce and CID)

***General Office***

Mail, scan, fax, copy,resolve administrative problems by coordinating preparation of reports, analyze

data and identify solutions, answer phones professionally

***Languages***

English-fluent, French-fluent, Creole-fluent, and Spanish-light conversational