**Jocelyn Sharp**

Based in Orlando, FL | 407.376.8602 | Jocelynsharp1988@gmail.com

**Qualifications**

* Over 10 years of front-line customer service experience
* Proficient in Taleo Enterprise, PeopleSoft, PreCheck, Text Recruit, AHCA, JobData, Position Control, SunPort, AdventHealth Intranet, New Hire Track, Shared Orientation Log, RightThing Recruit, RUN ADP system, Smart Compliance, QuickBooks, TOPS system, Clarify system, SAP system, and Work Force
* Professionally skilled in human resources, business operations, research tax notices, leadership, US money movement systems (SAP) and account management
* Proficient in MS Office Suite including Word, Power Point, and Excel

**Experience**

**Talent Acquisition Preboarding Specialist** July 2019- October 2019

*AdventHealth* Maitland, FL

* Responsible for managing candidates preboarding process post offer acceptance.
* Initiates the execution and completion of all background checks in accordance with the requirements of the Job Description and State in which the candidate will be hired.
* Schedules EHS appointment on instruction from Recruiter. Assists candidate in managing the logistics of the Level II background check.
* Initiates the execution and completion of all background checks in accordance with the requirements of the Job Description and State in which the candidate will be hired, following up with the candidate and vendor where necessary to ensure completion within the guidelines. Escalates any alerts for clearance decision to Sr. Manager Deployment and Analytics.
* Contacts background vendor to escalate background clearance where process is not being performed within contracted SLA. Advises recruiter and Sr. Manager of reasons for delays. Tracks and trends delayed report data.
* Follows up with candidate as necessary to assure timely completion.
* Contact candidate prior to EHS appointment to ensure they are well prepared with all the required documentation, address details and are conscious of the time constraints.
* Assure candidates complete preboarding documents in Taleo transitions, following up where necessary to ensure completion within time line.
* Hires the candidate in ATS after all contingencies have been met. Makes any corrections necessary should the integration with the HRIS fail.
* Executes primary source verification prior to the candidates start date for all hires where a license or professional certification is a requirement according to the job description.
* Contacts the new hire prior to the start date to ensure all is in place for the start date and answer any final questions.
* Answers hunt group calls in a professional manner whilst ensuring equal team participation.
* Ensures compliance with State and Federal regulation as well as local facility accreditation agencies.
* Ensures new hire / employee privacy where appropriate, including confidentiality and protection of sensitive reports or information.

**Recruiter Assistant** January 2019- July 2019

*AdventHealth* Maitland, FL

* Create requisitions in Taleo Enterprise, generate HTML’s in Microsoft Word, and pull requisition batches from Position Control
* Knowledgeable in NHT creation and running background checks through Pre-Check
* Utilize Text Recruit and phone to schedule onboarding appointments for new employees
* Provide excellent support and service to the recruitment services team
* Active participant of RSC social committee
* Developed processes and improvements for requisition titles and descriptions

**HR/Tax Consultant** July2016-January/2019

*ADP, Inc* Maitland, FL

* Development of new hire training, benefits summary and company overview for new employees
* Daily interaction with recruitment resource database to recommend candidates for hire and help fill vacant positions for clients and companies
* Project Manageron multiple high-level client projects
* Support clients and internal agents with banking, bank account changes, paychecks, direct deposit, stop payments and reissues
* Guide client and associates on US money movement and banking support
* Provide clients with technical assistance on state, federal and local tax notices
* Responsible for tax cases on a high work load through various computer systems
* Verification and clarification of agency notices with the IRS and state tax agencies
* Process payroll and timesheets

**Customer Care Professional** February 2011-July 2016

*Bright House Networks* Maitland, FL

* Conduct new hire training on exemplary customer service and company standards
* Develop and implement quality assurance screening for inbound customer service inquiries
* Provide technical assistance with processing client payments, payment arrangements and billing updates

**Registered Pharmacy Technician**  December 2008- February 2011
*Walgreens Pharmacy Operation* Orlando, FL

* Assist with new hire training programs and training
* Verified prescriptions in Walgreens database while processing prescription refill requests, transfers, and status; verified insurance for patients and physicians
* Efficiently answered 50-70 inbound and outbound calls per day answering questions from customers about products and services
* Support management with escalated phone calls addressing customers concerns
* Provided floor coverage for supervisors and assisted customer service representatives with questions or concerns

**Education**

**Bachelor of Science Degree, Business and Information Management**

 Anticipated Graduation 2021

*Seminole State College of Florida*

**Associate of Science Degree, Business Administration** Graduated December 2017

*Seminole State College of Florida*

* Human Resource Management Specialization
* Certified Human Resource Administrator *May 2017*
* Certified Business Specialist *December 2017*
* Certified Business Operations completed *2017*