

# Mary Mitchell, PHR

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## SUMMARY

Hard-working and customer-focused Human Resource professional with experience in multiple industries. Demonstrated strengths include strong problem-solving skills and the ability to produce quality results. Key areas of experience:

- ◆ Benefits/Payroll Administration
- ◆ Employee Relations/Recognition
- ◆ Occupational Health and Safety
- ◆ Performance Management
- ◆ Recruiting and Employment
- ◆ Training and Development

## PROFESSIONAL EXPERIENCE

### **Executive Travel Firm – FMLA Specialist (Denver, CO)**

**2004-present**

- ◆ Administered block and intermittent/reduced schedule FMLA leaves of absence across multiple call center locations for a corporate travel management company consisting of 4,000+ employees. Determined employee eligibility, provided notification of FMLA rights, communicated employee approvals and denials, obtained medical certifications, monitored block/intermittent leave time, notified HRIS and payroll departments of leave status, administered payment of insurance premiums, and ensured compliance with company policy and applicable state and federal laws.
- ◆ Reviewed and revised internal policies and procedures, created communications, and redesigned workflow to increase efficiency of FMLA administration. Conducted audits of existing FMLA files and monitored employee usage of FMLA time to ensure compliance with medical certifications.
- ◆ Coordinated FMLA with short-term disability and long-term disability plans, workers compensation claims, and personal leaves of absence in accordance with company policy.

### **Holmes Homebuilders, Inc. – HR/Benefits Administrator (Denver, CO)**

**2002-2004**

- ◆ Managed medical, dental, vision, disability, flex plans, and life insurance plans for 300+ employees and dependents at two locations. Determined employee benefit eligibility. Resolved claims and benefits issues through strong analytical skills and vendor relationships. Prepared monthly billings and conducted benefit audits. Coordinated FMLA, military, medical and personal leaves to comply with company policies and applicable laws. Administered preparation of Form 5500 and Section 125 annual tax filings by required deadlines. Coordinated timely processing of 401k enrollments. Co-administered workers compensation program including claims reporting, accident investigations, medical treatment, modified duty, and maintenance of OSHA log.
- ◆ Coordinated human resource and payroll functions to ensure accurate and timely processing of employee transactions on HRIS and payroll systems. Processed employee status changes and benefit enrollments on HRIS system. Audited weekly payroll transactions. Co-administered employee enrollments in eTime system.
- ◆ Conducted interviews and investigations of employee relations' issues and ensured timely resolution of employee complaints. Responded to requests for employment verification. Researched and responded to unemployment claims and provided company representation at unemployment hearings. Coordinated outplacement services for employee layoffs and reorganizations.
- ◆ Developed and administered employee reward and recognition programs to align with organizational goals and objectives. Established company reward and recognition committee and promoted employee involvement through committee participation and questionnaires. Coordinated a variety of company events to enhance company culture and recognize organizational accomplishments. Developed and distributed bi-monthly company newsletter.
- ◆ Conducted OSHA-mandated safety training, testing and recordkeeping. Served on company safety committee and conducted plant safety inspections as needed. Co-administered various employee health and wellness programs.
- ◆ Monitored performance management process for nonexempt plant and office personnel to ensure 100% on time completion and processing of employee reviews and merit increases. Provided guidance on employee goals and performance documentation. Counseled supervisory and management staff on employee performance issues and disciplinary actions.

### **PROFESSIONAL EXPERIENCE (continued)**

#### **Holmes Homebuilders, Inc.** (continued)

- ◆ Responded to applicant inquiries, conducted telephone screenings and interviews and created job descriptions. Assisted with job postings. Conducted employee exit interviews to identify turnover trends. Managed relationships with employment agencies to obtain temporary personnel and monitored transition to employment.
- ◆ Developed and conducted training programs for new hire and benefit orientations, sexual harassment, occupational health and safety, HIPAA, workplace violence, management development and employee coaching for division personnel. Conducted open enrollment meetings. Cross-trained human resource personnel and developed and maintained department procedures manual for HRIS system.

#### **Mail Place – HR/Project Analyst (Greenwood Village, CO)**

**2001-2002**

- ◆ Established and maintained personnel files and ensured timely completion of new hire forms, I-9s, and drug tests.
- ◆ Maintained and distributed benefit enrollment materials. Responded to benefits questions and assisted with open enrollment meetings. Resolved employee benefits issues through strong vendor relationships.
- ◆ Monitored employee relations hot line and resolved and referred issues as appropriate.
- ◆ Assisted with the development and revision of employee policies, handbooks, new hire and benefits materials.

#### **Thomason Funds, Inc. – HR Training & Development Specialist (Denver, CO)**

**1997-2001**

- ◆ Developed and conducted department/corporate-level technical and professional development programs.
- ◆ Conducted needs assessments, established learning objectives, developed participant and facilitator manuals, facilitated training programs, administered course evaluations, and ensured transfer of training to work.

#### **Office Space, Inc. – Office Manager (Englewood, CO)**

**1996-1997**

- ◆ Managed two members of facilities staff and daily administrative functions of start up organization.
- ◆ Coordinated office planning efforts, identified vendors/service providers, negotiated rates and established corporate accounts, developed and maintained supplier relationships, monitored office expenses, and established purchasing controls.

#### **Johnson Hospitality Services, Inc. – Executive Assistant (Greenwood Village, CO)**

**1992-1995**

- ◆ Developed communications and coordinated a variety of projects for the Office of the President/CEO.
- ◆ Interfaced with corporate staff, general managers, and property personnel on variety of issues and customer needs.

### **EDUCATION & CERTIFICATIONS**

Professional in Human Resources Certification (PHR)

M. A. Human Resources Administration, University of Denver, Denver, CO

B. A. Education, Webster University – St. Louis, MO

### **PROFESSIONAL ASSOCIATIONS**

Society for Human Resource Management (SHRM) – Member

Colorado Human Resource Association (CHRA) – Membership Committee