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Contact

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Professional Skills

- Conflict Management
- Critical Thinking
- Benefit Administration
- Organization
- Scheduling
- Onboarding & Training
- Employee Morale & Incentives
- Employee Record Maintenance
- Regulatory Compliance & Audits
- Event Planning
- Client/Customer Service
- Payroll Management
- Process Improvements
- Change Management
- Business Operations Management
- Leadership
- Communication Skills
- Problem Solving
- Creative
- Excellent Time Management
- Highly Innovative
- Flexible/Adaptive
- Self-Motivated
- Teamwork
- Multi-Tasker
- Detail Oriented
- Strong Work Ethic

Santana Majors

PERSONAL PROFILE

Seasoned Human Resources/Business professional with over 6 years of proven expertise, coupled with a rich background in business administration and a decade in the customer service industry. Adept at fostering effective communication, meticulous attention to detail, and possessing demonstrated interpersonal skills. Committed to consistently delivering high standards of work, I am fueled by an ongoing passion for learning and professional growth. Seeking a dynamic role in Human Resources, ranging from managerial to directorial or generalist positions, and open to opportunities in benefit or payroll administration at any level. Additionally, open to exploring administrative assistant positions that align with my diverse skill set. My career goal is to contribute to a company that values employee development, providing a platform for both professional and personal advancement. Eager to bring my blend of experience and dedication to a team-oriented environment that prioritizes excellence and fosters continuous growth.

STRENGTHS & CAPABILITIES

- Strong interpersonal skills for effective collaboration with employees and management.
- Ability to troubleshoot issues related to benefits, payroll, or HR policies.
- High level of discretion and ability to handle sensitive information with confidentiality.
- Flexibility to navigate through changing HR regulations and company policies.
- Ability to work effectively within a team and cross-functionally.
- Recruitment skills for sourcing, interviewing, and onboarding new employees.
- Implementing training programs to enhance employee skills and development.

PROFESSIONAL EXPERIENCE

Mass Torts Coordinator | 12/2022-10/2023

Levin Papantonio Rafferty Law Firm

- Supervised multiple mass tort projects and oversaw the entire mass tort team.
- Managed the onboarding process for new employees, facilitating mass tort training, team orientation, and coordinating desk and office setups/locations.
- Conducted weekly and monthly audits for mass tort projects and cases, ensuring strict compliance, accuracy, and adherence to deadlines, including statutes of limitations for a substantial caseload.
- Functioned as the primary point of contact for inquiries related to mass torts, providing clarification on project details and ensuring overall project organization.
- Facilitated seamless communication between various personnel levels, playing a key role in project start-ups and ongoing management.
- Corresponded with clients to provide updates on their open cases, explaining current statuses and outlining relevant procedures.
- Addressed concerns from dissatisfied clients, engaging in conversations about their case statuses to ensure and enhance overall client satisfaction.

Financial Officer | 01/2022-9/2022

Jaco's Bayfront Bar and Grille

- Oversaw financial bookkeeping and daily entries for a company generating an annual income in the millions, along with its newly established sister company.
- Handled bill payments and account management responsibilities for two restaurant locations.
- Generated reports to closely monitor labor and operational costs, ensuring efficient resource allocation.
- Conducted regular reviews of sales reports to identify opportunities for reducing food and liquor costs.
- Collaborated with management to explore innovative strategies for enhancing overall restaurant business.
- Took charge of managing company insurances and licenses to ensure compliance and legal requirements are met.

Human Resources Director | 4/2021-10/2022

HealthSource Chiropractic of NWFL

- Specializing in healthcare recruitment, I effectively addressed staffing requirements by actively recruiting, conducting interviews, and selecting qualified candidates.
- Formulated comprehensive onboarding and training programs tailored for each position within the company.

Human Resources Director | 4/2021-10/2022**HealthSource Chiropractic of NWFL**

- Specializing in healthcare recruitment, I effectively addressed staffing requirements by actively recruiting, conducting interviews, and selecting qualified candidates.
- Formulated comprehensive onboarding and training programs tailored for each position within the company.
- Authored the Company Policy Handbook, establishing a comprehensive guide for organizational policies.
- Orchestrated company events aimed at fostering employee culture and professional development.
- Implemented a streamlined system for the meticulous upkeep of essential paperwork crucial to the payroll processes.
- Spearheaded employee onboarding processes and designed customized training plans for diverse positions within the organization.
- Managed business operations, overseeing the credentialing and licensing processes for the medical practitioners.

Human Resources Assistant | 5/2016-5/2019**Human Resources Generalist | 5/2019-2021****Levin Papantonio Rafferty Law Firm**

- Identified staffing needs and recruited, interviewed, and selected qualified applicants with insights gained from the legal field environment.
- Coordinated onboarding for 200+ remote employees, shaping internal department operations.
- Revamped Firm onboarding and training programs to enhance employee retention and confidence, incorporating new resources and establishing a multi-day training process for optimal success.
- Developed processes for training remote hires.
- Orchestrated employee events and recognition programs by fostering professional relationships with local vendors and establishments, creating morale-building events and rewards.
- Managed employee benefit programs, including medical, dental, vision, 401K, and tuition reimbursements. Served as the primary contact for benefit enrollments and inquiries.
- Conducted daily payroll preparation and duties for biweekly payroll processing, maintaining necessary paperwork, electronic filing, and documentation of payroll adjustments.
- Facilitated the transition of over 200 employees from ADP to Paylocity, implementing a new payroll management system.
- Established and optimized the Paylocity system for efficient electronic processes, including time management, reporting, and benefit integrations.
- Implemented and developed HR policies to ensure compliance and competitiveness with company procedures.
- Conducted employee onboarding and assisted in organizing training and development initiatives.
- Administered Paylocity HRIS, entering new hire information and processing employee changes and updates.

Assistant Manager/Server | 10/2010-2/2020**Jaco's Bayfront Bar and Grille**

- Collaborated with staff, management, and owners to ensure the success of both the soft opening and grand opening of the downtown restaurant.
- Supervised a team of up to 20 employees per shift, encompassing servers, bartenders, back-of-house staff, and hostesses, actively assisting in various duties.
- Formulated weekly schedules based on employee availability, catering to servers, bartenders, and hostesses.
- Teamed up with fellow managers to identify and implement enhanced customer service tactics, providing monthly training sessions for more efficient task completion by employees.
- Contributed to the creation of employee incentive programs aimed at achieving restaurant sales goals.
- Monitored and managed weekly and monthly inventories, overseeing restaurant liquor and equipment levels.
- Orchestrated all aspects of the restaurant bar, including the regular creation and updating of monthly/seasonal drink menus to exceed customer expectations and ensure the use of quality ingredients each season.

EDUCATION

- **MBA with a focus on Human Resources**, University of West Florida, Pensacola, FL, May 2020.
- **Bachelor of Science in Pre-Professional Biology**, University of West Florida, Pensacola, FL, May 2015.
- **Member of the Society for Human Resource Management**, 2016-2021.

LEADERSHIP & COMMUNITY INVOLVEMENT

- Alpha Delta Pi Sorority, 2012-2015.
- Panhellenic Executive Council, 2014-2015.
- Volunteer at Baptist Medical Health Center, 2016.
- Positively Pensacola, 2021-Present.
- Fiesta Forces, 2021-Present.
- AmSpirit Business Connections, 2021-2023.