

Chelsea Tabors Waddell

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EXPERIENCE

Aegis Sciences Corporation

Human Resources Assistant

Nashville, TN

August 2017- July 2019

- Maintain all new hire on-boarding through processing new hire documents, creating new employee files, and processing E-Verify documents
- Processes HR Transactions via ADP, including employee changes, new hires, and terminations
- Manage the company wellness program through tracking employee participation and creating events; assist with organization and execution of annual company health fair
- Create and maintain current Visio Org Charts for all company departments
- Work with HR department team members on new project initiatives such as engagement survey's and new hire survey's
- Audits and updates ADP and psychical files to ensure compliance with HR and government regulations
- Verified dates of employment for past and current team members
- Respond to internal and external HR related inquiries or requests and provided assistance
- Maintained personnel-related data in both physical and electronic files
- Provided weekly reports to leadership team in regards to companywide changes
- Assist with all new hire orientations

21st Mortgage

Financial Counselor

Knoxville, TN

December 2015- August 2017

- Actively managed a portfolio of over 1,200 client home mortgages, ensuring compliance in payment scheduling, forbearance, and default mitigation
- Performed daily financial analysis on existing client accounts, analyzing current status of loan portfolio and identifying low, medium, and high-risk customers
- Provided counsel to holders of delinquent mortgages, modeling various economic options to arrive at feasible and actionable plan for compliance with outstanding obligations
- Aligned company strategy with customer expectations in assessing both short-term needs and long term goals to achieve optimal outcomes for both parties

Averitt Express Freight Carrier

Customer Service Representative

Cookeville, TN

May 2011- October 2015

- Interacted with customers on a daily basis and promptly responding to all inquiries in a courteous, and efficient manner
- Encouraged the sale of company products at every opportunity and apply exemplary customer relationship skills that promote a superior company image
- Problem solved and quickly grasped complex situations regarding shipments, directing calls and freight issues
- Cooperatively worked with others to ensure all jobs tasks are done successfully and efficiently

EDUCATION

Tennessee Technological University, Class of 2015

Bachelor of Science in Human Resources Management

- Society for Human Resources Management (SHRM)- President

EXPERIENCE

- Experienced in Microsoft Excel, PowerPoint, Word, Outlook, ADP, and E-Verify

