

# Jennifer Mansell

Allgood Hall N116B

(706) 667-4533

[jemansell@augusta.edu](mailto:jemansell@augusta.edu)

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## SUMMARY OF SKILLS

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### • Event Planning & Leadership Skills

Developed event planning and leadership skills as a Compensation/Benefits Specialist by coordinating employee events. Maintained skills through creating eye catching recruitment presentations at career fairs and events.

### • Analytical, Mathematical and Critical Thinking

Developed analytical, mathematical and critical thinking skills as a student in the MBA program at Augusta State University through projects and curriculum. Continued to hone skills as a Compensation/Benefits Specialist at University Health Care System and as a HR Talent Consultant at Augusta University.

### • Customer Service and Interpersonal Skills

Obtained valuable customer service experience as a Training Coordinator interacting with individuals from various cultures and walks of life. Refined skills assisting employees with Compensation/Benefits questions ensuring that each individual felt valued. Continued to utilize skills daily as an HR Talent Consultant with internal and external individuals.

### • Communication Skills

Developed communication skills through a Human Resources Internship at Georgia Health Sciences Medical Center. Refined verbal and written communication skills as a Training Coordinator through daily interfacing with internal and external clients in the United States and abroad. Further developed these skills at University Health Care System and AU Medical Center through interactions with staff, executive assistants, managers and directors to obtain positive outcomes.

### • Computer Skills

- Microsoft Office: Outlook, Excel, Word, PowerPoint, Publisher
- PeopleFluent
- PeopleSoft-basic experience
- SPSS
- Kronos
- Performance Manager

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## EDUCATION

### Augusta State University

Augusta, Georgia

*Master of Business Administration*

May 2012

Appointed Member, Student Technology Fee Committee 2010-2011

*Bachelor of Arts in Psychology, Minor: Business Administration*

May 2010

Honors: HOPE Scholarship Recipient, National Dean's List, Alpha Mu Gamma- Iota Phi Chapter, PsiChi

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## CERTIFICATION

**Professional in Human Resources (PHR)**

Expires: March 31, 2022

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## EXPERIENCE

### Augusta University

Augusta, Georgia

*HR Talent Consultant I*

July 2016 – January 2019

- Worked closely with recruiting managers, to include nursing, across the organization to share best practices, provide assistance on critical needs and coordinate on pressing recruitment initiatives
- Screened applications/resumes through careful evaluation of experience, training, certifications and/or education to assess suitability and ensure the applicant met the minimum qualifications of the posted vacancy.
- Provided basic guidance to the HR Assistant/Specialists as needed.
- Attended career fairs for recruiting and organization recognition. Developed working relationships that aided recruitment efforts.
- Worked independently with hiring managers, met regularly to ensure that successful and timely recruitment processes were handled with some guidance, as needed, from more senior level HR Talent Consultants within Talent Acquisition.
- Customized PeopleFluent report(s) to analyze the progress of recruits through the New Hire Process utilizing Microsoft Excel.
- Spearheaded project to audit Federal/State Compliance posters throughout Augusta University.
- Created the PeopleFluent guide for managers utilizing Microsoft Word.
- Tailored the PeopleFluent guide for a class format using Microsoft Powerpoint.

**Augusta University***Human Resources Assistant 2*

Augusta, Georgia  
May 2016 – July 2016

- Coordinated with HR Talent Consultant regarding any and all potential items as it related to results from the pre-employment process such as credentials verification, which may have delayed the new hire/transfer start date.
- Periodically coordinated with the HR Processing Section to assist with the pre-employment requirements and handling of the new hire packet for the Regular Non-Benefits Eligible hires which included: education verification, reference checks, license/certification, and pre-employment physical/drug screen.
- Prepared information in a timely manner regarding the new hire/transfer packets/pre-employment requirements (background, education verification, as needed: license certification, credit check, physical examination scheduling). Ensured that the spreadsheet with the name of the candidate and applicable information was updated, also uploaded new hire packet and properly filed the documents.
- Assisted with providing recommendations for internal process improvement to our workflow as it related to the HR Assistant's responsibilities. Worked closely with the HR Talent Consultants, Associate Director and Director of Talent Acquisition & Management to improve processes as it related to the PeopleSoft workflow and how we could advance our internal processes.
- Assisted with front desk coverage for Talent Acquisition & Management for the Human Resources Division.
- Assisted applicants with computer assistance/guidance regarding the application process.
- Assisted new hires with the Medical Center with their on-boarding paperwork.

**University Health Care System***Compensation/Benefits Specialist*

Augusta, Georgia  
October 2014- May 2016

- Developed and coordinated the design, administration and implementation of a comprehensive Employee Rewards and Recognition Program.
- Coordinated hospital week activities to include service awards, etc.
- Coordinated special employee events such as the annual employee holiday celebration, etc.
- Proactively researched new ideas/opportunities to better reward and recognize employee efforts and service to the organization.
- Assisted in the day-to-day administration of Compensation Programs and policies as they related to job descriptions, pay grade, position creating process, etc.
- Responsible for all Compensation related entry in Kronos to include position creation and/or special pay practices.
- Assisted in HR Operations related entry in Kronos to include certifications, license, new hire information, direct deposits and taxes.
- Worked in conjunction with the team to ensure all job descriptions were accurate and up-to-date in the performance manager system.
- Generated necessary forms/documentation when requested by manager. Processed required forms up to the point of "setting up" new titles or pay grades. Accurately tracked all department structure change forms through approval process to completion within 24 hours of receiving all required information. Communicated to Department/Division Head/HR Operations when form was received, approved and the anticipated completion date.
- Responsible for tracking credential base pay and communicating to departments monthly those employees whose certifications would be expiring.
- Assisted employees with basic questions related to employee benefits and staffing of annual Open Enrollment.
- Patiently and openly received complaints/problems/needs of others and actively searched for information needed. Responded to employee questions and provided follow-up as needed giving excellent customer service each time. Proactive in problem resolution.
- Responsible for the Administration of the Tuition Reimbursement Program.

**Automatic Data Processing, Inc.***Training Coordinator*Augusta, Georgia  
June 2012-October 2014

- Communicated with the Account Executive Supervisor to obtain employee information and input employee data into a spreadsheet, which is used for tracking purposes and to ensure completion.
- Coordinated with ADP departments to proactively address and modify training obstacles via weekly reports and requests.
- Worked with ADP colleagues within the United States and abroad to achieve goals and meet deadlines.
- Consistently sought to go above and beyond to delight internal and external clients while maintaining departmental policies and procedures.
- Created the training and process manual for Associate Training.
- Acted as the primary contact for On-Boarding to include purchasing materials for new hires.
- Received multiple awards for Service Excellence from individuals across various departments.

**Augusta State University***Graduate Assistant - Hull College of Business*Augusta, Georgia  
August 2010 – May 2012

- Assisted a professor in classroom management focusing on grading
- Searched for research articles to support multiple research projects
- Conducted research in agribusiness

*Human Resources Internship- Georgia Health Sciences Medical Center*

May 2011- July 2011

- Created an interviewing toolkit to aide managers in the interviewing process.
- Participated in a presentation for Nurse Managers regarding “Managing a Multi-Generational Workforce”. The presentation was conducted as a team effort with the Organizational Development Department.
- Participated in an attendance audit of several departments within the medical center.
- Calculated turnover ratios for several departments to be used by Talent Consultants.
- Shadowed directors from several Human Resource Departments.

*Administrative & Special Projects Assistant - Government Information Department*

February 2010 – August 2010

- Performed general office duties including word processing and desktop publishing.
- Provided administrative support to the department: answered the phone, assisted students/professors/community with resources (Gil, Galileo) and answered questions about departmental holdings.
  - Assisted with the update and/or development of depository specific outreach and marketing materials to include creating displays and handouts for visitors. Received local media coverage for a Memorial Day display.
- Investigated new links or resources and published handouts regarding those resources for visitors.

*Student Worker - Government Documents Department*

June 2008 – October 2008

- Accurately processed and shelved documents

**COMMUNITY INVOLVEMENT****Jefferson County Ag Safety Day**

- Recruited, led and coordinated entertainment for Ag Safety Day annually beginning in 2012.
- Assisted in placement of vendors and equipment to achieve the event’s mission.

**Beau Brinson Benefit Concert**

- Organized details of concert to include marketing, creating programs, securing a location and scheduling performers.

**Daughters of the American Revolution Veterans Banquet**

- Organized and performed musical selections across multiple years.
- Created short video to highlight and honor local veterans.

**Vocal Performances-Volunteer**Augusta, Georgia  
2010-2017

- Worked within several communities to organize projects/perform in events that benefit charities and the communities in which they took place.
- Scheduled event, obtained sponsors and coordinated details of project/event to ensure a successful implementation.
- Maintained effective communication with all individuals involved in the project/event prior to and during the event.
- Researched laws associated with releasing an instrumental/vocal project.
- Coordinated production process to ensure that marketing and final production of the instrumental/vocal project met projected release date.