

Charolette Daugherty  
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Greetings:

Please consider my attached resume for any Human Resources position that you may have open. Although most of my career has been in the role of Human Resources Representative, I'm very interested in Recruiting/Staffing. I have a solid work history with excellent references. I would make an excellent employee and a great contribution to the continued growth and success of your company.

Please feel free to contact me via email or by phone. Thank you for your consideration & I look forward to hearing from you.

Best regards,  
Charolette Daugherty

## CHAROLETTE DAUGHERTY

Arlington, Texas

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### SUMMARY

Human Resource Administrator with proficiency in multi-tasking. Team player and individual contributor who is well organized and highly motivated. Ability to define problems make decisions and implement solutions. Expertise in organizing and completing projects with minimal supervision. Adapts easily to different environments, and highly skilled at interfacing with internal and external customers. Maintain high personal performance standards and consistently produces quality work. Additional skills include:

- Customer Focused
- Data Base /Case Management
- Process/Procedures
- Problem Resolution
- Report Analysis Support
- Quick Learner

### PROFESSIONAL EXPERIENCE

**Xerox Corporation, Lewisville, TX**

**2004 - 2009**

**Staffing Specialist**

Generated external offer letters and new hire packages for U.S. hires

- Initiated background and drug testing process and monitored reports with 100% quality.
- Responded to ongoing inquiries from candidates, hiring managers and recruiters and consistently recognized for customer responsiveness.
- Pre-employment requirements review, and responsibility to notify hiring managers and request start date.
- Processed new hire in payroll system with zero errors.
- Conducted weekly conference call for new hires question and answer session supporting new company on-boarding.
- Update offer database and run monthly reports, and provide analysis as requested.

**Xerox Corporation, Lewisville, TX**

**1984 - 2004**

**Human Resources Representative**

Provided Human Resources support within a team oriented centralized environment for nationwide employee population of over thirty thousand US employees.

- Administered processes/programs for employee transfers, open job postings, tuition aide, insurance benefits, new hires, promotions, internal offer letters, terminations, etc.
- Resolved payroll issues and questions via case management.
- Provided assistance to management and employees on benefits and all Human Resources related policies and procedures, decreasing call center calls.
- Processed compensation and salary actions and other employee status changes, increasing level of service metrics.
- Analytical support provided to the Human Resources Operations Manager.
- Maintained employee records and distributed information and materials consistently meeting customer requirements.

**Charolette Daugherty**

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**Xerox Corporation, Lewisville, TX**  
**Customer Relations Representative/Sales Department**

**1982 - 1984**

- Handled inbound customer calls resolving sales, service and administrative issues.
- Documentation of issues in case management, tracking and follow-up through final resolution.

**Xerox Corporation, Lewisville, TX**  
**Service Analyst/Service Department**

**1981 - 1982**

- Provided management reporting, auditing expense reports and scheduled maintenance for company vehicles, delivery of new vehicles and replacement or sale of old vehicles.

**Xerox Corporation, Lewisville, TX**  
**Receptionist - Switchboard PBX Operator/Sales, Service, Administrative Departments**

**1980 - 1981**

- Focal point to all visitors, including greeting and ensuring customer needs was met.
- Received and routed all incoming calls to various departments.

### **ADDITIONAL SKILLS/TRAINING**

Proficient in Microsoft Office

Customer First; Six Sigma, Yellow Belt; Working Effectively in Teams; Time Management