

# COLLEEN M. MCGUIRE

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## PROFESSIONAL SUMMARY

**Dedicated Human Resources Professional & Master's Degree Candidate** with 7 years of general HR experience as well as a diverse background including project management, marketing, customer services, and account management.

### **Computer Skills:**

Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Access

### **Industry Experience:**

Energy, Medical, Child Care, Entertainment, Travel, Debt Recovery

### **Functional Experience:**

Recruiter, HR function, Office Manager, Assistant Manager, Director, Marketing Manager, Project Manager, Training Specialist, Owner

### **Human Resources Experience:**

- Recruiting/Staffing
- Training & Development
- Payroll Oversight
- Benefits Administration
- HR Documentation
- Employee Evaluation

## HUMAN RESOURCES EXPERIENCE

NIAGARA VISTACOM/ENERGYQUOTE.COM LIMITED, Orchard Park, NY  
*Energy Supplier Industry*

2004 - 2005

### **Human Resource Generalist/Director/Project Manager**

Established the opening of a new office and launched the new business. Managed complete office of 5 -10 employees which included recruiting, hiring, and training of personnel. Developed spread sheets and forms for all aspects of HR and general business needs. Scheduled sales, administrative and marketing associates. Acted as the liaison between customers, suppliers, employees, and owner. Handled all payroll, accounts payable, and accounts receivable.

- Managed a start-up project for opening of new venture, which included managing workers at 5 location, hiring, training, scheduling, marketing, and placement.
- Established, documented, and implemented new employee procedures.
- Developed and implemented a training program for Trade Show staff.
- Designed forms and worksheets for all the needs of the Human Resource Department.

CREDIT MANAGEMENT SERVICES, Amherst, New York

1993 - 2000

*Nationwide leader in the Debt Recovery industry with offices in 15-20 states in the US.*

### **Recruiter/Training Specialist/Assistant Manager (1994 - 2000)**

#### **Account Manger Trainee (1993 - 1994)**

Recruited, interviewed, hired and placed administrative and production associates bi-weekly. Performed new hire orientation, and training programs. Managed and performed evaluation for a team of 10-15 associates. Handled HR record keepings, such as benefits and payroll weekly, forward all documents to Corporate office. Resolved and coached associate relations concerns.

- Created team building programs and staff motivation that reduced turnover from 85% to 50%.
- Received several awards for recognition of employee excellence.
- Successfully conducted hire orientation and training programs weekly.
- Motivated others by developing award programs, incentives, and team building to make for a better work environment.

## RELATED BUSINESS EXPERIENCE

LHR, INC., Hamburg New York 2005 - 2009

*Debt Recovery Industry*

### **Senior Account Manager**

Proven communication with customers and staff, handled profiles of accounts receivables, high levels of proficiency with various computer functions, internet, and skip tracing software. Motivated customers to work out payoffs for accounts receivables.

- Received Awards of Recognitions, Employee Excellence, Achievement, Above and Beyond and Performance.

DAY CARE, IN-HOME, Hamburg New York 2000 - 2004

### **Owner**

Managed operations, finance, marketing, and the business management of the business.

PAUL CHLOSTA, DDS, Hamburg New York 2000 - 2002

*Local Dentist Office with two offices in the Southtown area.*

### **Office Manager (Part-time)**

Oversaw operations of both offices; billing, banking operations, customer service, filing, accounts receivable, stocking of supplies and all aspects of general office administration.

## EDUCATION

ASHFORD UNIVERSITY, Buffalo, New York

**Master Candidate - Organizational Management/HR**

BROCKPORT STATE COLLEGE, Brockport, New York

**Bachelor Degree - Business Management/Human Resources**

GENESEE COMMUNITY COLLEGE, Batavia, New York

**Associates Degree - Travel and Tourism**

## CERTIFICATION

CANISIUS COLLEGE, Buffalo, New York

**Certificate Program Graduate: Essentials of Human Resource Management**

BUFFALO JSEC INC., Buffalo, New York

**Certificate Program Graduate: "Are your Employee Records in Compliance?"**

## TRAINING/DEVELOPMENT

Human Resources Legal Issues

Social Networking: Relevant Employment Policies and Best Practices

## AFFILIATIONS

**Member**, Society of Human Resource Management