

NENETTE DE ASIS-PIDDISI

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Summary

Accomplished Human Resource professional with experience in Benefits, Employment, Employee Relations, Performance Management and Payroll in various organizations. Recognized for developing and maintaining effective relationships and creating a strong customer service environment. Hands on self-motivated professional and team-oriented individual. Proficient in Microsoft Word, Excel, PowerPoint, Outlook, Lotus Notes, GroupWise, PeopleSoft, Access and Query Report Writer.

Selected Accomplishments

- ✓ Created a management Development Process for a supervisor to management role which will be utilized by the Operations Manager to provide direction and feedback to the incumbent to apply appropriate plan and training to support identified
- ✓ Created Soft Skills training program and trained associates to become future supervisors with the company's goal of building internal diverse bench strength for all positions within the company.
- ✓ Modified in-house premium billing for employees on leave of absence by retaining a third party vendor to process monthly billing at no additional cost.
- ✓ Changed the Short Term/Long Term Disability leave process by adding telephonic intake with existing vendor.
- ✓ Revised open enrollment communications process by having the third party benefit administrator handle processing. Negotiated with broker to allow on-line benefits enrollment.

Professional Experience

AMERICAN SALES COMPANY, INC., Lancaster, NY, a subsidiary of AHOLD, USA

2009 – 2011

Human Resources Manager

- ❖ Oversaw non-exempt administrative functions of weekly payroll administration, HRIS record keeping, attendance and punctuality, leave of absence management, including FMLA and health and welfare plan administration. Audited functions to ensure compliance to all state and federal regulations. Drove associate satisfaction and retention through high levels of customer service.
- ❖ Administered various human resource plans and procedures for all associates. Served as a primary contact for functional heads and their staff on human resource issues. Provided advice/counsel and engage HR experts from various disciplines to ensure focus on organizational effectiveness goals. Assisted all levels of management to identify and act on optimal impact practices and procedures that present key opportunities for operational enhancements.
- ❖ Provided effective management and execution of learning, career development, employment practices, recognition rewards. Ensured that all associates have opportunities for training, career development and growth.
- ❖ Identified department's group training needs. Delivered training as deemed necessary to meet organizational goals. Provided ongoing training to Operations designed to educate them on building effective relationships.
- ❖ Identified staffing needs, giving consideration to promotions, demotions, turnover and other factors.
- ❖ Assisted with and provide recommendation to managers on discipline, termination, policy interpretation ensuring consistency and appropriate documentation to support regulatory compliance.
- ❖ Supervised non-exempt benefit clerks to ensure delivery of high quality service to management and associates by responding to complex inquiries and benefits issues.
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THE HOME DEPOT, Buffalo, New York

2007 – 2009

Human Resources Manager

- ❖ Responsible for hiring, motivating and retaining high-performance diverse workforce.
- ❖ Provided effective management and execution of learning, career development, employment practices, recognition rewards. Ensured that all associates had opportunities for training, career development and growth.
- ❖ Managed the hiring process to ensure compliance with all applicable laws and policies.
- ❖ Maintained positive associate relations environment and supported the Open Door Policy/Alternate Dispute Resolution process. Handled associate issues and facilitated in-store resolutions that were fair and consistent. Ensured proper administration of benefits information including healthcare, 401(k), ESPP, Worker's Compensation and Short Term Disability issues.
- ❖ Drove the review process for consistency, fairness, timeliness and effective utilization of payroll to maximize store performance.
- ❖ Coached and provided input to other managers and supervisors to provide quality, timely and consistent performance reviews.
- ❖ Managed internal communications such as Town Halls and Break Room communications.

SENECA GAMING CORPORATION, Niagara Falls, NY

2004 – 2007

Human Resource Benefits Manager

- ❖ Responsible for Benefits Program for all casino properties; managed plan designs, benefits enrollments, and communications with benefit providers/third party administrators, employees and management.
- ❖ Created various Human Resources related policies especially in developing an efficient Benefits staff and creating defined procedures in in-house benefits billing and on-line enrollment utilizing third party administrators.
- ❖ Oversaw all benefit plan audits for compliance with government regulations, i.e. FMLA, COBRA, NYS Disability, HIPAA.
- ❖ Reviewed testing materials with external auditors prior to filing the 401(k) plan Form 5500. Coordinated monthly meetings with the Retirement Committee to discuss trends, changes and the casino's overall retirement savings account.
- ❖ Maintained detailed knowledge of benefit programs, changing trends and competitiveness of the programs, legal issues and procedures with other employers.
- ❖ Supervised 2 Benefits Clerks and 2 Benefits Coordinators (Niagara Falls and Salamanca properties)

BENDERSON DEVELOPMENT COMPANY, INC., Buffalo, NY

1991 – 2004

Human Resources Administrator/Generalist

- ❖ Handled administration of the Benefits program for multi-state employees.
- ❖ Reviewed benefits billing discrepancies and processed monthly billing statements utilizing back-up reports.
- ❖ Processed and transmitted payroll through the in-house payroll system (Ultipro).
- ❖ Handled employees' issues, prepared company newsletters; coordinated company events and coordinated the United Way drive.
- ❖ Assisted in the administration of compensation program and policies and procedures.
- ❖ Ensured that all job descriptions were maintained accurately.
- ❖ Involved in recruitment and selection process of qualified employment candidates; conducted background checks and processed necessary paperwork for new employees. Performed all new hire and benefits orientation.

Education

UNIVERSITY OF THE PHILIPPINES, Manila, Philippines

Bachelor of Science in Hotel and Restaurant Administration

Affiliations

Active member of the local BNHRA – Buffalo/Niagara Human Resource Association.

Active member of the national SHRM – Society of Human Resource Management