

Raquel A. Abrigo
4010 Dorado Drive, Palm Beach Gardens, FL 33418
Email: rabrigo@comcast.net
Home: 561-845-0448

February 2, 2010

Dear Hiring Manager:

This letter is to express my interest for employment in the **Human Resources field as Generalist, Administrator, Assistant, Coordinator, or Clerk.** Based on my skills, abilities, knowledge and work experience in the HR field, I am confident that I would be a great addition to your Company's team in a full or part time term.

In addition, I am a self-starter and team player with strong organizational and planning skills. I am detailed and multi-task oriented and able to handle multiple and changing priorities easily.

I, as an individual, have demonstrated the importance of using competencies in the workplace such as dependability, adaptability, problem solving, oral and written communication, planning and organizing, quality control, safety and security. These competencies have and will help me to perform the essential functions of any position.

I would appreciate the opportunity to review my qualifications in more detail.

Sincerely,

Raquel Abrigo

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Highlights of Skills and Qualifications

- Over 6 years experience in all areas of Human Resources, including Recruitment, Employee Relations, Performance Management, Legal Compliance and Benefits, including international HR experience.
- Self-starter and team player, strong organizational and planning skills, detailed and multi-task oriented, handles multiple and changing priorities easily; extensive Microsoft software experience (Microsoft Word, Excel, Power Point, InfoPath, Outlook, and Publisher), Oracle HRIS system (JDE)
- Ability to identify and resolve problems in a timely manner, to gather and analyze information skillfully, to work effectively with all levels of management and employees; to handle confidential information with sensitivity.
- Excellent communication skills in English and Spanish; maintain effective work relations with internal and external groups.

Work Experience

Ranger Construction Industries, Inc.
Central Division, West Palm Beach, FL

Jan, 2003 – Dec, 2008

Ranger Construction is a major Florida road building, site work, asphalt paving and excavation contractor serving public and private customers out of three locations from Sebastian through Pompano Beach, Florida.

Human Resources Administrator

Jan, 2008 – Dec, 2008

Perform generalist functions in an HR department reduced to half size through staff reductions. Participate in and support senior HR staff in new and on-going Ranger and Corporate initiatives and projects to provide enhanced HR services, foster retention and manage productivity.

Manage Recruitment, New Hire Orientation and Termination services throughout tenure with Ranger, including:

- Post jobs in print, Internet and state sources; maintain job line
- Review and manage employment applications; maintain Federal contractor applicant tracking logs;
- Source, refer and pre-screen applicants to hiring managers;
- Conduct 1st interviews, reference checks, coordinate interview and skill tests; confirm license requirements for CDL jobs;
- Review compensation, extend conditional offer, schedule pre-employment physical and drug screen;
- Conduct New Hire Orientation and Benefits enrollment for new employees, including policy review;
- Set-up employment records in electronic JDEdwards systems and paper file, coordinate system access;
- Administer performance appraisal program through distribution, tracking and completion of 90-day and annual performance reviews at all levels.
- Prepare personalized lay-off packets including information on unemployment benefits, COBRA, local services, etc.
- Work in close relationship with Payroll to ensure accurate pay processes and resolve pay complaints
- Perform 1st level Employee Relations, provide resolution or referral to senior staff
- Set-up and maintain hard-copy and electronic personnel files and records.
- Update records, perform self-audits regularly in preparation of Corporate and public agency audits, such as FDOT, OFCCP and EEOC
- Serve as in-house “expert” for I-9 document verification throughout Vecellio Corporation as a result of personal study and expertise development
- Review terminations with managers to ensure Company policies and legal requirements are met
- Introduce and explain benefit plans and programs to both English- and Spanish-speaking employees.

- Receive and resolve benefit questions, refer as needed to Benefits department. Participate and present material in employee Open Enrollment Benefits meetings. Prepare Spanish documents for Corporate use in other locations.

Human Resources Coordinator

Mar, 2006 – Dec, 2007

Provide recruitment, orientation and termination services noted above under general direction of senior HR staff. Manage hard-copy and electronic record retention. Participate and support Ranger Central and Corporate HR projects and tasks. Provide counsel and guidance to management resulting in fair and consistent decisions regarding employee performance management, discipline and termination. Provide translation services for written and verbal communications for Ranger and Vecellio, Inc.

Human Resources Clerk

Jan, 2003 – Feb, 2006

Provide recruitment, orientation and termination services noted above under supervision of HR Manager. Maintain hard-copy and electronic record retention. Participate and support Ranger Central and Corporate HR projects and tasks. Provide translation services for written and verbal communications for Ranger and Vecellio, Inc.

Bank Atlantic

Jan, 1998 – Dec, 2002

Palm Beach Gardens, FL

Personal Banking Representative

Jan, 2000 – Dec, 2002

Deliver outstanding customer service by executing financial transactions in accordance with bank policies and procedures. Resolve account service issues and respond to customer inquiries promptly and effectively. Proactively educate customers on utilizing available access channels such as ATM, Online and Telephone Banking. Identify customer needs in order to effectively refer bank products and services such as overdraft protection, interest bearing savings, CDs, retirement plans and other services. Adhere to operational controls, including legal and regulatory procedures to ensure the safety and security of customers and bank assets. Perform teller work and support bank tellers with daily cash reconciliation and balancing. Support sales/service activities within the Financial Institution by participating in promotional campaigns, product initiatives, etc.

Bank Teller

Sep, 1998 – Dec, 1999

Conduct daily transaction and maintain drawer balance of cash, checks and deposits. Identify customer needs in order to effectively refer bank products and services to customers.

Affinity Capital Corp.

Oct, 1997 – Sept, 1998

Palm Beach Gardens, FL

Accounting Clerk

Data entry of A/R and A/P to general ledger. General administrative assistant duties.

Education

Florida Atlantic University, Boca Raton, Florida

BBA, Major - Human Resources Management (5/2009)

I-9 Certification – 2008

Gunster, Yoakley & Stewart, P.A, West Palm Beach, FL

PHR Certification

Self-Study Program - Projected completion date December 2010

Professional Memberships

- Society for Human Resources Management (SHRM)
- Chapter – Human Resources Association of Palm Beach County

References Available on Request