



NATALIE COLLIER, MA HRM, PHRca

nataliecollier.hr@gmail.com | 501.944.8048 |

HUMAN RESOURCE LEADER

Highly personable human resources professional utilizing passion and business acumen to guide proactive and strategic change management, HR solutions and best practices. Proficiency partnering cross-functionally, with teams and leadership to align HR processes with company goals. Adept at prioritizing shifting business needs to execute and thrive in fast-paced, ever-changing environments with a sense of urgency. Recognized as a conscientious self-starter who is organized and efficient with strengths in facilitating, conflict resolution, motivating and developing employees, and communication skills.

CORE SKILLS

- Employee Relations
- Conflict Resolution
- Project Management
- HR Development
- California HR Regulations
- HR Policies
- HR Administration
- SAP HR / Payroll
- New Hire Orientation
- Customer Service
- Public Speaking

PROFESSIONAL EXPERIENCE

Comcast Cable

Human Resource Manager, Little Rock, AR and Northern, LA

2014-2021

Oversaw, identified, evaluated, and resolved employee relations, employee morale, work performance, and organizational productivity concerns. Implemented HR programs and policies, and counseled, orientated, and trained managers/supervisors on interpretation and administration of policies. Managed the human resource information system and payroll system (SAP, Kronos & Workday), providing essential reporting to help manage employees. Conducted new hire orientation and other educational trainings related to benefits.

- Developed and implemented programs and processes to drive department efficiencies.
- Identified issues, provided coaching and suggested practical solutions to complex issues, followed by recommending appropriate action plans for leaders.
- Provided consistent guidance and advice to managers and employees on grievance, attendance, disciplinary, and performance issues and acted accordingly for a resolution.
- Collected ongoing information regarding satisfaction of employees on salary packages, wages, and working conditions.
- Conducted performance reviews with personnel managers, while monitoring employee attitudes, productivity, and performance outcomes.
- Provided direction on managing, organizing, and creating TEAM channels for leaders to manage their employees more efficiently.

Comcast Cable

Central Divisional HR Shared Service Representative

2011-2014

Assisted human resources personnel with terminations and those on scheduled leave by serving as point of contact to address pay and benefits concerns. Reviewed and corrected time reports to resolve potential issues surrounding rate of pay, earnings and deductions, and hours entered for transmission management. Evaluated and analyzed HR requests/concerns and employee inquires to determine appropriate resolution or escalation. Processed and executed employee transactions, requested from the HR Field, through SAP. Compiled, prepared, reviewed, and reconciled reports.

- Advised management and other personnel of upcoming changes in payroll software and trained over 100 employees how to effectively record time.
- Provided counsel to HR Field for sensitive, non-routine employee relations issues and concerns.
- Prepared and completed subpoenas requested from the Legal department.
- Led team support of new services projects into transition with designated departments.

Comcast Cable**HR Generalist**, Little Rock, AR

2008-2011

Administered hiring activities such as requesting and posting positions, screening candidates, drug screenings, background checks, and offer letters. Provided support in staffing, recruitment and selection, employee relations, wage and salary administration, and new hire orientation. Facilitated and educated staff on HR policies, programs, practices, and procedures. Oversaw payroll including commissions, bonuses, one-time earnings, and deductions. Initiated and executed e-Forms through SAP. Assisted in the budget process when administering the Wage File and completed the FCC Compliance Report.

- Supported planning and coordination of employee/management development training programs.
- Assisted execution of the Performance Management Program (PMP), including disseminating materials, timelines, answering questions and assisting managers in preparation of documentation.
- Provided counsel to managers/employees for sensitive and non-routine employee relations issues.
- Supported regional/divisional/corporate Benefits, Employee Relations, Payroll, Training and Compensation in implementing special projects and programs.
- Coordinated employee activities, programs, and events (including chairing of committees, writing minutes, compiling attendance lists and coordinating with corporate).

Training and Development Instructor, Little Rock, AR

2003-2008

Customer Account Executive, Little Rock, AR

1999-2003

EDUCATION**Master of Arts (M.A.), Human Resource Management**

Webster University, Little Rock, AR

Bachelor of Arts (B.A.), Psychology

University of Arkansas, Little Rock, AR

CERTIFICATIONS

PHRca

PROFESSIONAL DEVELOPMENT

Prosci, Change Management Practitioner

TECHNICAL PROFICIENCIES

Microsoft Office Word, PowerPoint, Excel, Outlook

SAP, Workday

