

# Lauren Webster

Jal, NM

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## Profile

Detail-oriented and proactive professional with experience in administrative support, executive assistance, and human resources. Skilled in office management, scheduling, document preparation, and communication. Strong organizational abilities with a solid understanding of legal processes, including legal research and document filing. Adept at managing multiple tasks, maintaining confidentiality, and supporting teams to enhance productivity. Ready to contribute effectively in dynamic, fast-paced environments.

## Core Competencies

- Mentoring
- Communication
- Customer Service
- Case law analysis
- Conflict Resolution
- HR/Business Metrics
- Leadership Techniques
- Organizational Planning
- Legal Document Creation
- HRMS (Human Resource Management Systems)

## Professional Experience

**HUMAN RESOURCES MANAGER AND EXECUTIVE ASSISTANT** | 03/2023 - 05/2023

**STAR Financial Credit Union - Corpus Christi, TX**

- Facilitated effective communication of HR policies and regulations by guiding the interpretation and concise explanation of complex procedures, ensuring employees were well-informed and compliant with standards.
- Achieved accurate candidate placement by scrutinizing employment applications and job orders, using detailed analysis to match applicants with specific job requirements, resulting in improved hiring outcomes.
- Resolved payroll issues by leading thorough investigations into discrepancies and leveraging insights to develop innovative pay structures, ensuring the restitution of lost wages and boosting employee satisfaction.
- Streamlined HR operations by providing clear guidance on policies and legal standards, helping the organization maintain compliance and reduce misunderstandings related to employee benefits and regulations.

**ACCOUNTS RECEIVABLE AND COLLECTIONS CLERK** | 09/2020 - 07/2022

**Traxxas - McKinney, TX**

- Increased efficiency and accuracy in accounts receivable processes by implementing standardized invoicing procedures and automating payment processing systems, resulting in streamlined operations and reduced errors.
- Improved cash flow by proactively pursuing outstanding payments through assertive collections efforts, ensuring timely payments and minimizing overdue accounts.
- Achieved effective dispute resolution and exceeded collection targets by skillfully negotiating payment plans and resolving billing issues, maintaining positive customer relationships while achieving financial goals.
- Ensured accurate financial tracking by conducting meticulous account reconciliations, promptly identifying and rectifying discrepancies, which ensured precise records and swift resolution of customer billing inquiries.

**OFFICE MANAGER, PERSONAL ASSISTANT AND CSR** | 11/2016 - 11/2019

**Various Organizations - McKinney, Dallas, and Flower Mound, TX**

- Generated professional invoices, reports, memos, letters, financial statements, and various documents by proficiently utilizing word processing, spreadsheet, database, and presentation software, resulting in efficient and accurate document management.
- Established and enforced comprehensive administrative policies and procedures by implementing clear guidelines, ensuring smooth operations, and consistent workflow within offices or organizations.
- Managed and mentored a team of clerical staff by providing supervision, training, and coordinating employee development through scheduling sessions and organizing training materials, which led to enhanced team performance and skill development.
- Orchestrated impactful marketing campaigns by creating and distributing compelling materials through social media links and direct contact methods, driving heightened community interest, and increased event attendance.

## **HUMAN RESOURCES SPECIALIST | 10/2012 - 10/2016**

### **United States Army - Fort Carson, CO**

- Streamlined the processing, verification, and meticulous maintenance of personnel-related documentation, encompassing staffing, recruitment, training, grievances, performance evaluations, classifications, and employee leaves of evaluations, classifications, and employee leaves of absence.
- Delivered prompt and accurate responses to inquiries regarding examinations, eligibility, salaries, benefits, and other essential information by utilizing comprehensive knowledge, ensuring employees had a clear understanding, and satisfaction with HR services.
- Maintained detailed and up-to-date employee records by systematically capturing vital data such as addresses, weekly earnings, absences, performance reports, and termination details, ensuring easy access and accuracy for HR decision-making.
- Proactively gathered pertinent personnel records from other departments or employees by coordinating with relevant teams, optimizing the accessibility, and efficiency of data management processes.

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## **Education**

### **Rasmussen University - Paralegal Studies for CP**

Expected in 02/2025

awaiting final test results

### **National American University - Centennial, CO | Bachelor of Science**

Business Administration – Emphasis in Entrepreneurship, 01/2016