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| Helana Nafal  Human Resource Management | [helananafal@yahoo.com](mailto:helananafal@yahoo.com) • (214) 326-1293  [LinkedIn](https://www.linkedin.com/in/helana-nafal-6a235a151) • Frisco, TX 75035 |

Performance-focused and dynamic professional with comprehensive experience in managing all aspects of human resources. Proven track record in employee relations, talent acquisition, and performance management. Experienced in developing and implementing HR strategies to align with organizational goals. Adroit in identifying and addressing employee requirements regarding performance issues, training, and career growth. Capable of leading HR compliance, benefits administration, compensation plans, and team development. Refined communicator with passion to foster positive work culture and drive employee engagement for increased productivity and retention.

**Areas of Expertise**

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| * Human Resources Management * Strategic Planning & Implementation * Project Management * Labor Cost & Pay Scale Audits | * Employee Engagement * Benefits & Payroll Support * Performance Evaluation * Relationship Management | * Process Optimization * Regulatory Compliance * Oracle HCM Cloud * Leadership & Team Management |

**Professional Experience**

**El Rancho Inc. , Addison, TX 2022 – 2024**

**HRIS and Compensation Manager (Promotion)**

Oversee system implementations and enhancements to improve efficiency and accuracy of key projects. Conduct annual audits of exempt and non-exempt pay scales in compliance with company policies and industry standards. Manage and implemented HR reports. Manage weekly payroll processing for exempt associates.

* Developed and implemented comprehensive pay grade system across all entities to establish fair and competitive salary rates for positions across the entire organization.
* Managed HR reporting structures utilizing Oracle HCM system.
* Created and managed job codes while in compliance with the EEOC categories.
* Supervised the implementation of HCM systems.
* Spearheaded development of new projects to enhance functionality and effectiveness of Oracle HCM system.

**El Rancho Inc. , Addison, TX 2021 – 2022**

**HR Supervisor (Promotion)**

Administered TWC (Texas Workforce Commission) unemployment claims for all entities aligned with company policies and regulations. Utilized Oracle HCM to manage accurate and timely assessments of employee performance. Supervised rehires, terminations, and external transfers for all entities to ensure smooth employee transitions. Oversaw internal audits of I-9 forms in compliance with immigration and employment eligibility verification requirements.

* Provided necessary information and support during onboarding process by acting as benefits presenter and enroller for new hires.
* Reduced company premium costs by effectively promoting and communicating value of company benefits to employees.
* Conducted thorough review and correction of company-wide I-9 forms, while ensuring compliance with legal requirements for over 3000 employees.
* Succeeded in conducting quarterly audits of 401K plans.
* Decreased turnover rate and improved employee satisfaction by efficiently addressing and resolving employee complaints at corporate level.
* Reduced turnover rate at store level by auditing pay rates based on associates’ tenure.
* Implemented effective strategies to reduce unemployment tax rates company-wide, resulting in significant cost savings of $107,000 within one year.
* Managed employee relations to reduce turnover rate at corporate level.

**El Rancho Inc. , Garland, TX 2019 – 2021**

**HR Generalist**

Led recruitment efforts for various positions, including accounting, marketing, IT, and general labor across internal corporate team, distribution, and manufacturing centers. Provided valuable support in aiding Personal Coordinators with processing hiring packets through systems. Conducted training sessions for Personal Coordinators on onboarding processes. Provided training on ORACLE HCM CLOUD to Personal Coordinators, while effectively managing employee information and processes. Managed all terminations company-wide and maintained positive employee relations throughout the process.

* Successfully recruited and hired 100 or more employees for store grand openings aimed at maintaining talented and diverse workforce.
* Represented Associated Training Services at job fairs, while engaging with over 200 candidates and effectively promoting career opportunities.
* Reduced labor costs by efficiently staffing store needs, ensuring appropriate coverage, and minimizing unnecessary expenses.
* Led the implementation of the recruitment module in Oracle HCM Cloud.
* Built and structured job descriptions.

**Education**

**Master of Business Administration | Human Resources Management**

Texas Woman's University, Denton, TX, 2022

**Bachelor of Science in Healthcare Management**

The University of Texas at Dallas, Richardson, TX, 2020

**Languages**

Fluent in English & Arabic

**Certifications**

SHRM Certified Professional (SHRM-CP) In Progress

Communication in the Language of Leadership, 2020

Human Resources Foundations, 2020

Leadership Foundations, 2020