

Christal English

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Summary of Qualifications

- Over five years of experience in senior-level administrative support for business and nonprofit operations.
- Demonstrated expertise in customer service, marketing communications, event planning, scheduling, program coordination, and office management.
- Adept at data entry, database applications, and information management.
- Advanced proficiency in Microsoft Office, Project, SharePoint, and Visio.
- Skilled in document management, timekeeping, and human resources information systems.
- Exceptional interpersonal, organizational, and time management skills applied through onsite and remote working arrangements.
- Achievement-oriented self-starter with extensive track record of managing multiple, time-sensitive tasks and exceeding expectations.

Professional Experience

Senior Coordinator | 2021-Present

Sevenstep, Remote

- Administrate 150-200 contingent staffing placements for governmental client, The Commonwealth of Massachusetts.
- Monitor and respond to high-volume staffing inquiries from client contacts via internal shared services email inbox.
- Coordinate candidate sourcing, screening, onsite and Web interviews, employment offers, and compliance processes for approximately 50 open requisitions per week to ensure fulfillment of key performance indicators.
- Grow partnerships with staffing suppliers via ongoing business communications and biweekly conference calls.
- Consult with agency managers on recruitment strategies, vendor management system (VMS) functions, and staffing management issues.
- Facilitate feedback between agency managers and staffing suppliers on performance of contingent employees.
- Implement and manage candidate tracking via SharePoint to ensure cross-functional team coordination for full-cycle recruitment.
- Ensure VMS optimization and integrity via creation of VMS user accounts, daily timesheet reporting, and updates to job postings and candidate engagement data.
- Provide project support to senior program management via documenting staffing supplier review processes, gathering program metrics data, conducting program compliance audits, and developing training presentations for program staff.

Administrative and Human Resources Specialist | 2018-2020

Nesco Resource, Onsite in Indianapolis, IN and Remote

- Provided short-term administrative coverage for office of 250 engineering and support staff during staff leave of absence.
- Interim administrative responsibilities included answering and routing calls from three-line phone system, coordinating office supplies and mailings, administering new hire orientations, entering employee training data, and organizing logistics for employee events.
- Additionally, provided long-term onsite and remote human resources support for financial services technology client, Fiserv.
- Coordinated high-volume recruitment processes for four national regions, including soliciting candidates through phone and email communications, pre-screening candidates for suitable job openings, and scheduling onsite and Web interviews.
- Tracked and reported daily recruitment metrics to senior talent acquisition leaders.

Candidate Coordinator | 2017-2018

Manpower, Indianapolis, IN

- Supported a team of senior-level recruiters servicing administrative and industrial staffing needs for over 65 local and national accounts.
- Fielded high-volume calls from candidates and associates from eight-line phone system.
- Coordinated candidate registrations for weekly orientations and hiring events.
- Administered candidate testing for select positions.
- Processed onboarding forms for temporary and temporary-to-hire associates.
- Coordinated and documented associate drug screens and background checks.
- Updated applicant and associate data in branch office HRIS database.

Administrative Specialist | 2016-2017

Allied Universal (Client), Indianapolis, IN

- Assembled and organized files for over 1500 security employees to ensure compliance with legal and human resources standards during corporate merger.
- Processed employee data for I-9 forms and background checks to facilitate company onboarding.
- Supported human resources and operations managers with recruitment coordination, including screening candidate profiles, scheduling interviews, and assisting with candidate registration for regional job fairs.

Staffing Operations Administrator | 2016-2016

QuadMed (Client), Indianapolis, IN

- Collected and processed orders for contingent staffing needs in 100 national clinics.
- Coordinated job postings, onboarding, and payroll processes with staffing vendors.
- Coordinated scheduling of nursing staff for national wellness events.
- Conducted phone interviews for temporary medical provider and nursing staff for clinical positions.
- Entered data for job tracking systems and staffing reports.
- Assisted staffing supervisors with administering employee relations activities.

Workforce Administration Specialist | 2014-2015

Ascension Health (Client), Indianapolis, IN

- Collected and verified daily operations data for over 200 associates to facilitate staffing decisions within a healthcare shared services center.
- Educated staff on procedures for data submissions.
- Exported Microsoft Excel data reports to SharePoint and conducted weekly audits to ensure data accuracy.

Research and Departmental Assistant | 2007-2013

Indiana University-Purdue University Indianapolis, Indianapolis, IN

- Drafted, proofread, and edited academic reports and presentations for departmental chairs and faculty.
- Arranged technology and teaching materials for lectures.
- Provided instructional mentoring for students enrolled in introductory departmental courses.
- Supervised student study sessions and course exams.
- Collected and entered data for research labs.
- Developed and posted content for departmental social media platforms and websites.

Additional Experience

Administrative Assistant | 2006-2007

Solution Tree - Publications, Bloomington, IN

- Corresponded with authors, customers, and vendors regarding publications policies and procedures.
- Managed customer requests for the use of copyrighted materials.
- Coordinated manuscript submissions and reviews for pre-published resources.
- Developed and maintained database for ISBN publication codes.

Executive Administrative Secretary | 2005-2006

IUPUI School of Public and Environmental Affairs - Dean's Office, Indianapolis, IN

- Managed schedules and travel for deans and executive program directors.
- Coordinated logistics and communications for academic conferences and faculty and student events.
- Drafted agendas and minutes for faculty and program directors meetings.
- Assisted office manager with supervising students in departmental work-study program.

Administrative Assistant | 2003-2005

Stone Belt - Management Information Systems, Bloomington, IN

- Answered technology support help line and addressed customer inquiries.
- Ordered agency technology and office supplies.
- Managed information systems inventories, quality assurance processes, and audits.
- Presented technology training sessions for agency staff.
- Coordinated staff and volunteers for agency fundraising events.

Education

Indiana University-Purdue University Indianapolis (IUPUI) | Indianapolis, IN | 2012-2015

Master's Degree, completed 36 credits of graduate coursework in Organizational Leadership/Human Resources

Indiana University-Purdue University Indianapolis (IUPUI) | Indianapolis, IN | 2007-2011

Bachelor's Degree in Industrial-Organizational Psychology and Sociology, coursework emphasis in Human Resources

Technical Skills

Adobe (Acrobat, PhotoShop, Professional)

Google Suite (Google Calendar, Google Docs, Google Suite),

Human Resources Information Systems (ADP, iCIMS, Kronos, PeopleSoft, Taleo, Workday)

Microsoft Office (Access, Excel, Outlook, PowerPoint, Publisher, Word)

Microsoft Project

Microsoft SharePoint

Microsoft Teams

Microsoft Visio, Salesforce

Typing (60 WPM)

Vendor Management Systems (Fieldglass, IQNavigator, Vector)