

Tracy Moore Bean
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rhiTalent USA – Houston, Texas

January 2021 to Present

Operations Manager – rhiTalent Americas

- Responsible for all on-boarding aspects of contingent workers including issuing offers of employment and employment agreements, background checks, pre-employment substance abuse screening and gathering of all associated new hire documentation and registering personnel with health and welfare insurance programs.
- Screen and approve payroll weekly
- Process of employment close-outs ensuring all necessary actions are taken
- Carry out annual audit checks to ensure compliance
- Maintaining regular contact with the client representatives and contingent workers to understand and resolve any issues/queries
- Various weekly and monthly reporting
- State Tax Registrations – set up and maintain

Rider Hunt International USA – Houston, Texas

March 2018 to January 2021

HR Manager / US People and Organization Advisor

- Global HR:
 - Addition and deletion of employees to the Aetna International Medical Insurance plan and management of invoices per region
 - Group reporting – collection and updating of regional spreadsheets to be reported
- Regional HR
 - Review and approval of all localized on boarding and terminations
 - Responsible for aligning benefits for the company in line with RHi, financial worksheets to be set up, creation of benefits guide, constant update of whom is on the plan, adding and deletion of all employees, invoice management
 - Data collection, creation and management of Salary and Bonus reviews

- Reviewing and updating the policies and procedures on an ongoing basis as new ones are added/updated
- Reporting – monthly reports such as Manhours, Utilization, Headcounts, 401k, Wood Shareplan, ACA, EEOC, and additional reporting as requested
- Payroll Processing – collection of timesheets, obtaining of approvals, collection of expense reports and approvals, enter into Quickbooks, check payroll, submission of payroll and reporting
- Cost build ups per request
- Recruitment – support the function, convert CV's, screening of applicants, uploading CV's into iCims
- Salary banding and annual review process
- Handle Visa requests for employees
- HR Legal Matters as needed
- Harmonization of all policies and procedures from RHi to Wood
- Commercial
 - Handle insurance certificate requests
 - Call off Orders as needed for both internal and external client
 - Manpower proposals – per new hire, go thru onboarding process and making sure correct approvals are obtained
- Business Administration
 - Day to day management of the Houston office
 - Approval of all invoices to make sure valid, billable or non-billable and present to finance for payment with applicable backup
 - Order office supplies as needed
- Finance
 - Manpower credit control tracking and support, updating Order book
 - Review monthly financials
 - Manpower payroll and transfer between RHi and Altablue
 - Payroll set up in Quickbooks such as taxes and payroll items
 - Help with aged and unbillable debt in creating invoices and collecting monies
- Additional Duties
 - Book all travel for employees, set up travel profiles, obtain correct approvals for travel, approving travel and confirming invoices are correct and billed back to client as needed
 - Setting up car arrangements for any employees that need pick up or drop off
 - Basic office admin duties, answering phone calls, ordering printing supplies, mail delivery, coordination of shipments or deliveries, arrangement of conference rooms and special occasions, filing of all paperwork

February 2012 to January 2021

Human Resources Generalist

- On-boarding of all new employees, prepare offer letters, contracts, memos, and amendments for new staff, current staff and contractors

- Assist in staff recruitment screening process (i.e. drug screening, background check)
- Administer company's staff benefit schemes (i.e. insurance, 401k, Sharesave)
- Administer company's international healthcare scheme for employees and contractors on assignment abroad
- Payroll for all US and International employees on a bi-monthly and monthly schedule (i.e. entering timesheets and expense reports, formatting timesheets, checking payroll and submitting)
- Coordinate visa applications from start to finish (i.e. initial visa application, submission of application to Embassy, scheduling of appointment, put final packet together for employee, Hotel and Travel arrangements to be made)
- Assist in HR administration tasks such as distribution of letters, memos, amendments, monitor and record annual leave and sickness
- Travel arrangements (i.e. booking flights, car rentals, and hotels)
- Weekly and monthly reporting to vendors and Corporate office
- Reporting and submission of 401k monthly to payroll and vendor
- Reconciliation of bills for account payable
- Distribution of anniversary and birthday cards to employees and monthly birthday celebration in office
- Research and coordination of any special events (i.e. Crawfish Boil, Holiday Party, Company Happy Hours)
- Employee Appreciation (i.e. order new hire baskets, send flowers for surgeries, baby gifts for new parents, etc.)

Levy Restaurants – Houston, Texas
September 2003 to February 2012

Manager, Toyota Center (2006 – 2012)

- Human Resources
 - Scheduling of over 100 employees
 - Hiring of all employees for the season: scheduling and conducting interviews; performing background checks and drug screens; entering W4 and I-9 new hire data in the applicant tracking system
 - Training of all new employees in every role and mentor for our “Keys to the Future” candidates
 - Employee Relations: celebrations for employees including “Levy Legend” awards, anniversaries, and birthdays
 - Scheduling of any training courses that need to be done and helping assist Human Resources to run them
 - Entering and closing out all payroll for three departments
- Operations
 - Responsible for all aspects associated with supervision of 108 suites: all tasks from developing a relationship with suite owners each season, to setting up and managing suites before game events and running reports

- Creating the menu for the premium department for the new season every year and working with Corporate office closely to make any changes and sign off on final before being sent to print
- Troubleshooting all mishaps during events from customers with issues related to catering, billing inquiries, and mitigating and conflicts
- Tracking all inventory for pantries
- Maintaining relationships with clients and attending meetings about upcoming events
- Tracking projections and theoretical sales on a daily basis
- Sending out bills to the customers after every event and answering any accounting inquiries
- Invoicing of Escrow accounts and handling of all charge backs

Supervisor, Toyota Center (2003 - 2005)

- Human Resources
 - Tracked employee hours; assisted with payroll; scheduling of over 100 employees
- Operations
 - Responsible for supervision of the Lounges and Suites
 - Managed the scheduling of cocktail servers, bartenders, and suite attendants
 - Managed conflicts and provided resolution during events for both customer and employees
 - Tracked inventory for suites and bars

Accounting Representative, Toyota Center (2003 – 2005)

- Responsible for closing out the events at the suite level
- Checked credit card detail and balanced at the end of each event
- Created customer invoices
- Maintained and updated all escrow customer balances and sent statements to customers monthly
- Tracked and sent all monthly expenditures for the Houston Rockets organization
- Maintained aging and ensured no invoices were over 30 days past due
- Handled charge backs for credit card companies
- Tracked daily revenue and reports for projections

SKILLS

Microsoft Office: Access, Word, Works, Outlook, Excel, Power Point, Adobe; QuickBooks, iCIMS, inTime, ADP, E-Verify, DISA

EDUCATION

Rice University - Glasscock School of Continuing Studies
 Tomball Community College
 Stephen F. Austin State University

