**Aryanna Raskin**

Tampa, FL

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 **Human Resource Generalist Customer Service**

 **Corporate Investigations Compliance**

 **Diversity and Inclusion Case Management**

**Degrees: Sociology Major**, Florida Atlantic University 2020

**Languages:** American Sign Language and familiar with Spanish

**Technologies:** Microsoft 365, UKG, Paylocity, QuickBooks, Google Suites, Canva, PEP

**WORK HISTORY**

**Human Resource & Operations Specialist**

Benefytt Technologies, Tampa, FL

12/2020-01/2024

● Managed and oversaw the maintenance and tracking of company licensure, including licenses for sales agents within the organization, ensuring compliance with regulatory standards

●Administered weekly payroll approval procedures utilizing UKG system, Workday ensuring accuracy and timeliness in payroll processing

●Verified and processed comprehensive onboarding documentation, including background checks and identification documents, adhering strictly to company

●Corporate investigations related to employee complaints, discrimination, diversity, EEOC, HIPAA compliance violations.

● Assisted line managers in navigating HR processes, including performance management, employee engagement, coaching, training, conflict resolution, and interpretation of employment policies and practices, fostering a positive and productive work environment

● Demonstrated unwavering adherence to compliance standards governing insurance sales agents and federal regulations, mitigating risk, and ensuring adherence to legal obligations.

**Guest Services**

Hilton, Tampa, FL

6/2023-Current

●Demonstrated adeptness in resolving conflicts and addressing customer concerns with professionalism and tact

● Problem Solving complaints from guests.

● Training new staff and reservations.

●Actively pursued opportunities for professional development to stay abreast of industry trends and enhance job performance

● Worked collaboratively with team members to implement new and current procedures that enhanced efficiency and customer satisfaction

**Diversity and Inclusion Specialist**

FAU, Boca Raton, FL

11/2019-8/2020

● Established robust metrics to measure the success of diversity and inclusion initiatives, analyzing data to identify trends and opportunities for enhancement, resulting in measurable improvements in employee engagement and retention

●Orchestrated the strategic development and implementation of innovative diversity and inclusion initiatives, leveraging data-driven insights to drive organizational change and foster a culture of inclusivity

●Demonstrated strong leadership by spearheading cross-functional diversity and inclusion programs and fostering meaningful dialogue with stakeholders to cultivate a culture that values diversity and promotes inclusion

●Designed and delivered interactive training programs on topics related to diversity, equity, and inclusion, fostering a culture of awareness and understanding among employees and leaders

●Led the development and implementation of inclusive policies, programs, and procedures, ensuring compliance with regulatory requirements while fostering a culture of diversity and belonging

**EDUCATION**

**Bachelor of Arts Sociology**, FAU  **2017-2020**

➢ Certifications

**Mental Health Studies** - Suicide, Violent Behavior, and Substance Abuse

**Fundamentals of Social Work**- Social Welfare Policy, Research Methods, and Human Behaviors

**TEFL**, Teaching certificate English as a Foreign Language

**GWSS**, Women, Gender and Sexuality Studies, FAU

**Body Project**, Certificate for body positivity, FAU

➢ Awards

**Cum Laude**, FAU

**Sigma Alpha Pi**, National Honor Society, FAU

➢ Associations

**Sigma Alpha Pi**, National Honor Society

**National Organization for Women**

**UMI**, Urban Male initiative