

Tiffany N. Martin

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Summary

- Training and Development
- Coaching
- Employee Staffing
- Onboarding/New Hire Orientation
- Interviewing and Selection
- Performance Management
- Time/Attendance
- Employee Relations
- Customer Service
- Leadership Skills
- Maintaining Employee Files
- Office Experience
- Communication Skills

Education & Certification

Master of Science in Organizational Leadership
Graduate Certificate in Human Resources Management
Southern New Hampshire University-Manchester, NH
Graduated-2014

Certificate in Human Resources Management
Southern New Hampshire University-Manchester, NH
Graduated-2009
Dean's List-Fall 2008

Bachelor of Science in Business Administration-Management
North Carolina A&T State University-Greensboro, NC
Graduated-2002

Experience

FOOD LION-Lexington NC

2008-Present

HR Generalist/Customer Service Manager (2016-Present)

Assistant CSM (2008-2016)

Handle Department Operations including post jobs, screen applications using an ATS, interviews, select talent, onboarding/new hire paperwork, performance appraisals, training and coaching employees, employment development, recognize and motivate employees, coordinate charitable campaigns and employee events, record employee attendance, managing department labor, scheduling, and build customer relationships. Implement company policies and procedures, and comply with Federal, State, and Local Regulations. Experience with Learning Management System, Workforce

Management, PeopleSoft, ATS, Microsoft Word, Outlook, and Excel. Facilitate store strategy training sessions

- Rank in the Top Ten Customer Service Survey Scores in the Central Greensboro Division (November 2017)
- Perform in a fast pace environment
- Trained the employees and managers on new POS System

Office Assistant (2008-2008)

Supervised Front End employees, customer service, bank deposits, and ran reports

SHANKS, INC DBA GNC-Clemmons NC

1999 - 2006

HR Generalist/Vice President and General Manager-2003-2006

Handled operations for 4 family franchise stores with annual sales of \$1M with duties and responsibilities which included interviewing and selection, new hire paperwork, trained and coached employees, termination, unemployment claims, and employee files. Implemented company policies and procedures. Responsibilities also included performance management, reviewed payroll, employee benefits, planned company and managers meeting, and all other employees' issues. Experience with Microsoft Office and QuickBooks.

- Developed Company Handbook
- Reduced expenses and cut unnecessary spending
- Revamp pay scale to ensure Equal Pay among associates

Store Manager/Assistant Store Manager-2000-2003

Handled employee work schedules, trained and supervised employees, interviewed and hire talent, maintained customer relationships, inventory management, sales, and merchandising.

- Developed and initiated Store Sales, Gold Card Percentage, and Customer Count reports

Sales Associate-1999-2000

Customer Services, Sales, open and closed the store, and bank deposits

Professional Affiliations

Society of Human Resource Management (2016-2018)

Human Resource Management Association of Greensboro (2017-2018)

Gate City Chapter of NC A&T State University Alumni Association (2016-2017)