

Samanta Elliott

Middle Recruiting Administrator

SUMMARY

- Over 5 years of experience in technical support and customer service roles, demonstrating strong problem-solving and troubleshooting skills.
- Proficient in managing complex workflows and compliance auditing within fast-paced environments, ensuring accuracy and efficiency.
- Skilled in administrative and recruitment coordination, with expertise in document management and process optimization.
- Experienced in coaching and team leadership, enhancing performance through data-driven feedback and operational support.
- Strong communication and multitasking abilities, adept at supporting cross-functional teams and maintaining high-quality standards.

TECHNICAL SKILLS

Main Technical Skills	Office 365 (5 yr.), Compliance Policies (1 yr.), MS SQL Server Management Studio (5 yr.), Schedulers (1 yr.)
Java Libraries and Tools	Schedulers (1 yr.)
Security	Compliance Policies (1 yr.)
Databases & Management Systems / ORM	MS SQL Server Management Studio (5 yr.)
iOS Libraries and Tools	MDM (5 yr.)
Third Party Tools / IDEs / SDK / Services	Office 365 (5 yr.)
Mail / Network Protocols / Data transfer	WebRTC (6 yr.)

WORK EXPERIENCE

Recruiting Administrator - IBEX Global Jamaica (Recruitment and Onboarding Coordination)

Duration: March 2024 – Present

Summary:

- This project involves coordinating onboarding activities for new hires across multiple hiring campaigns at IBEX Global Jamaica, ensuring smooth integration of employees into the company
- The role supports recruitment initiatives and compliance auditing to maintain high standards in hiring processes



Responsibilities:

- Coordinate onboarding activities for newly hired employees across multiple hiring campaigns.
- Prepare official documents including bank letters and onboarding documentation for new hires.
- Support recruitment initiatives by participating in job fairs and assisting with candidate assessments.
- Coordinate criminal background check processes, including police record receipts and fingerprinting appointments.
- Schedule drug screening appointments based on hiring campaign requirements.
- Conduct compliance audits of onboarding classes to ensure policy adherence and completion of employment documentation.
- Maintain and update candidate records and documentation in company systems.

Talent Acquisition Coordinator (Back Office) - IBEX Global Jamaica (Recruitment Process Support and Employee Records Management)

Duration: April 2023 – February 2024

Summary:

- This project focused on supporting recruitment processes and maintaining accurate employee records to ensure payroll and HR compliance at IBEX Global Jamaica
- It involved managing background check documentation and assisting with candidate processing

Responsibilities:

- Maintained and updated employee records and profiles to ensure accuracy for payroll and HR compliance.
- Administered candidate assessments during recruitment processes.
- Managed and organized background check documentation, including police record certificates.
- Provided guidance to new hires regarding background check procedures and hiring requirements.
- Assisted the recruitment team with administrative tasks related to candidate processing and documentation.

Team Manager - IBEX Global Jamaica (Team Supervision and Performance Management)

Duration: June 2022 – March 2023

Summary:

- This project involved supervising and coaching team members to meet client performance metrics at IBEX Global Jamaica
- It included managing attendance, coordinating overtime, and supporting recruitment and operational management

Responsibilities:

- Supervised and coached team members to achieve client performance metrics (KPIs).
- Managed employee attendance, work hours verification, and overtime coordination.
- Conducted weekly meetings with team members to identify challenges and implement performance improvement strategies.



- Assisted with operational interviews and recruitment support for campaign staffing needs.
- Performed various administrative and reporting duties to support operational management.

Team Lead - IBEX Global Jamaica (Team Leadership and Operational Support)

Duration: November 2021 – May 2022

Summary: This project entailed providing leadership and operational support to team members during daily operations at IBEX Global Jamaica, monitoring call performance, and assisting managers in team oversight.

Responsibilities:

- Provided leadership and operational support to team members during daily operations.
- Monitored call performance using floor monitoring systems and provided real-time assistance.
- Conducted performance improvement sessions to enhance team KPIs.
- Assisted managers by overseeing teams during their absence.

Technical Support Advocate - IBEX Global Jamaica (Technical Support for Fitbit Devices)

Duration: October 2019 – November 2021

Summary: This project involved providing technical support for Fitbit trackers, smartwatches, and related devices, including coaching team members to improve call quality and management.

Responsibilities:

- Provided technical support for Fitbit trackers, smartwatches, and related devices.
- Assisted in coaching sessions by reviewing calls and providing feedback to improve quality and call management techniques.

Escalation Resolution Specialist - Alorica (Customer Escalation and Resolution Support)

Duration: May 2019 – October 2019

Summary: This project focused on resolving complex and escalated customer concerns to ensure satisfaction at Alorica, including supporting supervisory functions as part of the Dynamic Andon Response Team.

Responsibilities:

- Resolved complex and escalated customer concerns to ensure customer satisfaction.
- Served as part of the Dynamic Andon Response Team, supporting supervisory functions when required.

Customer Service Representative - Alorica (Retail Customer Service Support)

Duration: September 2018 – April 2019

Summary: This project involved assisting customers with retail-related inquiries such as order tracking, payment issues, refunds, and replacements at Alorica.

Responsibilities:

- Assisted customers with retail-related inquiries including order tracking, payment issues, refunds, and replacements.



Advisor - Conduent Jamaica (Technical Troubleshooting for Smartphones and Smartwatches)

Duration: May 2018 – August 2018

Summary: This project entailed providing technical troubleshooting and support for smartphones and smartwatches at Conduent Jamaica, ensuring customer issues were resolved efficiently.

Responsibilities:

- Provided technical troubleshooting and support for smartphones and smartwatches.

EDUCATION

- **Distinction College Certificate in Human Resource Management**

Distinction College

Jan 2024 – Apr 2024

- **CAPE Certificate**

deCarteret College (Sixth Form)

2013 – 2014

- **CXC Certificate**

Westwood High School, Seven (7) CSEC subjects inclusive of English Language and Mathematics

2008 – 2013

