

Jose Enrique Blanco Quintero

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(444) 829 3615

- ❖ Washington State University (WA, US) [2009-2012] – International Business Management
- ❖ Kaizen Institute (SLP, MX) [2017] – Power Green Belt Certification (Lean Six Sigma)

Work Experience:

- **HR Business Assistance / Generalist** (Nov. 2017 Bromelin HR Consulting)
 - Ensure site location complied with all regulations by law (LFT, LSS, LISR, STPS, RIT and internal policies) or audits
 - Ensure correct payroll processing with all earnings / deductions (IDSE, SUA, INFONAVIT, FONACOT, Alimony) (HC 150)
 - Manage personnel services (transport, cafeteria, uniforms, lockers, Onboarding) and 3 HR assistants
 - Provide timely customer service support to all employees (inquiries, complaints, requisitions, authorizations)
 - Ensure all processes are ran and documented per quality standards (ISO:9001) / Strategic Planning
 - Planning, budgeting and execution of company engagement events / Communication Management
- **HRS Analyst** (Jan 2017 – Oct 2017 Honeywell)
 - Responsible of customer service & customer effort metrics
 - HR Project management with global / legal compliance impact
 - Asset management, recruitment and retention techniques.
 - Advanced use of CRM & ERP for legal transactional work and shared services (Salesforce & Peoplesoft)
 - Cross-functional coordination of payroll, benefits, ITHR and data management teams
 - DNC and improvement analysis for critical processes
 - HR Continuous improvement leader
- **HRS Specialist** (Jan 2016 – Jan 2017 Honeywell)
 - HR project management / Shared services optimization
 - CRM / ERP operation (Salesforce / Peoplesoft)
 - Gap / Root cause analysis / Escalation path management
 - Performance report / Project charter reports / Executive reporting
 - Application of 6sigma tools for CI
 - Employee services administration
 - Teamwork driven to project success
- **Human Resources Leader** (Jan 2014 – Dec 2015 Fiesta Inn)
 - Create and document job descriptions for every role on the organization.
 - Recruitment of operative / administrative workforce (Posting, job fairs, college talent attraction programs) (HC 65)
 - Payroll report and paystub delivery / 2 manager-watch stays per month
 - Manage personnel services (transport, cafeteria, uniforms, lockers, onboarding)
 - Provide timely customer service support to all employees (inquiries, complaints, requisitions, authorizations)
 - Planning, budgeting and execution of company engagement events / Communication Management
 - Problem prevention and resolution with direct customers

- **Restaurant Supervisor** (Apr 2012 – Dec 2014 Fiesta Inn)

- Customer service metrics increase
- Training of personnel
- Customer conflict resolution
- Cashflow supervision and management
- Sales & inventory reports
- Performance reviews

- **Waiter / Bartender** (2010 – 2016)

- Hard Skills -

- Employee services administration
- Business English 100% TOEIC (938pts)
- Performance evaluation
- Trained as Project Management Professional
- ISO 9001
- LFT – RIT – LSS application
- Customer service attitude
- Problem prevention analyst
- Talent attraction / retention
- Process standardization / documentation / Kaizen
- Certified internal instructor
- Direct / indirect assertive leadership

- Soft Skills -

- Analytical / data driven thinking
- Robust character
- Effective communication
- Positive attitude
- Honesty / Integrity
- Organization / Time management
- Responsibility / Compromise
- Adaptability / Quick learning / Flexibility
- Tenacity / Proactivity
- Always seeking learning opportunities
- Self-motivated / Creative
- Punctual