

Amy Clem

Tyler, TX 75703

Cell: 903-312-1003

amylynnclem@gmail.com

Career Objective:

To always be a **servant** hearted leader in an environment that desires great **work ethic**, and upholds ethical **morals** and **values**.

Competencies:

Experienced Human Resources leader and manager with areas of expertise in:

Human Resources Management
Compensation
Leadership

Critical Decision Making
Benefits
Conflict Management

Talent Management
Employment Law
Communication

Work Experience:

The University of Texas at Tyler, Tyler, TX
Lecturer of Management

September 2017 – Present

- Lecture planning, preparation and research for face-to-face and online courses.
- Create course materials and assignments with the goal of student success in mind.
- Analyze and grade all student assignments and provide constructive feedback and guidance regarding course work.
- Attend and participate in faculty meetings with other colleagues.
- Communicate with students and assist in their educational experience and success in course work.
- Provide guidance and counseling to students on a one-on-one bases when needed and/or requested
- Present exciting and knowledgeable lectures to students and incorporate tangible real world examples regarding the topics at hand.
- Guide class discussions and encourage debate and feedback among students
- Participate in course/degree setting committees, curriculum revision and academic planning
- Conduct further research into specific field of knowledge and interest

The University of Texas at Tyler, Tyler, TX
Director of Human Resources

February 2015 – August 2017

- Lead Human Resources practices and objectives that provided an employee-oriented, high performance culture that emphasized empowerment, quality, productivity and standards, goal attainment, and the recruitment and ongoing development of a superior workforce.
- Advised faculty and staff on employee performance issues, disciplinary actions, refereed disputes, and terminated employees. Provided counsel and arbitration services toward the solution of employee problems.
- Communicated changes in university personnel policies and procedures and insured proper compliance was followed.
- Lead the development of department goals and objectives. Oversaw, mentored, and developed the HR staff.

- Established departmental measures to support accomplishing strategic goals.
- Provided recommendations to proper VP's, Deans, and President regarding HR matters.

The University of Texas at Tyler, Tyler, TX
Interim Executive Director of Human Resources

July 2014 – February 2015

- Oversaw the implementation of HR programs including: PeopleSoft, Title IX, ACA initiatives...etc.
- Served as Title IX Coordinator. Implemented required programs and training on campus as well as coordinated efforts regarding investigations and reports dealing with Title IX complaints.
- Advised faculty and staff on employee performance issues, disciplinary actions, refereeing disputes, and terminating employees. Provided counseling and arbitration services toward the solution of employee problems.
- Communicated changes in university personnel policies and procedures and insured proper compliance was followed.
- Lead the development of department goals and objectives. Oversaw and managed the work of HR staff.
- Established departmental measures to support accomplishing strategic goals.
- Attended and participated in administrative, management, and department meetings.
- Performed other duties as assigned by the AVP of Business Affairs and VP of Administration.

The University of Texas at Tyler, Tyler, TX
Assistant Director of Human Resources

February 2014 – July 2014

- Reviewed and approved personnel action forms for compliance with applicable policies, serves as department liaison on a wide variety of personnel matters, and provided information and interpretations of policies and rules and served as department liaison on a wide variety of personnel matters.
- Assisted in managing all areas of the human resources department functions at UT Tyler. Had primary responsibilities for benefits administration.
- Resolved problems with insurance carriers and counseled employees regarding claims, and process requests for information and/or interpretation of grievance and appeal procedures.
- Provided counseling and arbitration services toward the solution of employee problems.
- Managed Human Resources team and was responsible for performance reviews and disciplinary actions for all Human Resources Representatives.
- Resolved problems with insurance carriers and counseled employees regarding claims, and processed requests for information and/or interpretation of grievance and appeal procedures.
- Completed/supervised and submitted various federal, state, and UT System reports and surveys to include salary surveys and pay plan administration.
- Provided counseling and arbitration services toward the solution of employee problems.
- Lead implementation of new HR/Finance system PeopleSoft.

The University of Texas at Tyler, Tyler, TX
Benefits Coordinator

October 2012 – February 2014

- Reviewed and approved personnel action forms for compliance with applicable policies, served as department liaison on a wide variety of personnel matters, and provided information and interpretation of policies and rules. Developed applicant pools, processed applications, provided interview services, and monitored Equal Employment Opportunity compliance.
- Managed Benefits, FMLA, Sick Leave Pool, Unemployment, and Leave Management programs. Reviewed WCI claims and coordinated WCI activities with departments and employees. Provided

information and interpretation of policies and rules and served as department liaison on a wide variety of personnel matters.

- Conducted training sessions for University staff on benefits, compensation, employment or other related human resources matters. Conducted training sessions for University staff.
- Resolved problems with insurance carriers and counseled employees regarding claims.

The University of Texas at Tyler, Tyler, TX

February 2012 – October 2012

Human Resources Representative

- Assisted in compiling job descriptions, and performed job audits for purpose of determining proper job classification and submitted recommendations for review
- Developed applicant pools, processed applications, provided interview services, and monitored Equal Employment Opportunity compliance
- Worked with Director and Benefits Manager on routine and special projects and assisted in compiling periodic reports
- Provided information and interpretation of policies and rules and service as department liaison on a wide variety of personnel matters
- Processed requests for information and/or interpretation of grievance and appeal procedures and provided counseling and arbitration services toward the solution of employee problems
- Conducted training sessions for University staff

Ingersoll Rand, Tyler, TX

March 2008 – February 2012

Human Resources Generalist

July 2010 – February 2012

- Implemented human resources programs by providing human resources services, including talent acquisition, staffing, employment processing, compensation, health and welfare benefits, training and development, records management, safety and health, succession planning, employee relations and retention, and AA/EEO compliance.
- Improved manager and employee performance by identifying and clarifying problems; evaluating potential solutions; implementing selected solution; coaching and counseling managers and employees.
- Developed and implemented comprehensive employee communication programs
- Prepared reports by collecting, analyzing, and summarizing data and trends.
- Provided support to other team members as needed
- Managed client expectations by communicating project status and issues; resolving concerns; analyzing time and cost issues; preparing reports.

Human Resources Administrator

March 2008 – June 2010

- Administered PeopleSoft HR/payroll/benefit processing:
 - Prepared and/or processed new hires, terminations, changes of status
 - Processed special commission payments
 - Maintained employee records in PeopleSoft HR, payroll, and benefits system
 - Tracked and input time and attendance for salaried non-exempt employees
 - Printed and distributed payroll checks
 - Documented retention and filing
- Administered employee benefit programs, including but not limited to:
 - New employee orientation and enrollment for benefits (medical, dental, vision, 401k, and retiree medical.....)
 - Processed retirements, short-term and long-term disability, FMLA, death claims

- Participated in benefit problem resolution which required interfacing with employees, corporate benefits and multiple providers
- Communicated benefit changes and updates to Dealer Sales Offices
- Maintained HR expenses spreadsheet; prepared and tracked invoices for payment
- Provided support to other team members as needed
- Assisted associates with questions and resolved problems regarding pay and benefits.
- Provided training to hiring managers regarding recruitment and hiring processes utilizing online applicant tracking software through Hodes system.
- Assisted with recruiting and staffing by: completing phone interviews in regard to open positions at Dealer Sales Offices and recommended top candidates for face to face interviews with the hiring manager, managed requisitions, posted open positions in Hodes and closed jobs once they had been filled.
- Assisted with face to face interviews either by phone or in person (when travel was approved).
- Participated in the development of HR department goals, objectives and systems
- Completed compensation analysis in regard to offers for new hires

Agriland Farm Credit, Tyler, TX
Human Resources Manager

December 2006- March 2008

- Completed all requests of CEO.
- Administered salary and payroll processes.
- Reconciled payroll twice a month (each pay period).
- Maintained all resumes and assist in hiring process by administering and analyzing test assessments given to each candidate and scheduling interviews for qualified candidates.
- Took care of all New Hire and Termination processes.
- Administered and assisted all employees with Medical, Dental, and Vision benefits.
- Assisted and administered 401k and Pension Plan benefits.
- Maintained all HR Policies and Procedures.
- Approved all timesheets and administered time approval processes.
- Compensation Committee leader for Board of Director members on committee.
- Completed all Corporate Secretarial duties such as: Attended Board meetings and took minutes. Arranged all Board members travel arrangements and accommodations when requested.

Citizens National Bank, Henderson, TX
Management Trainee

July 2006 – December 2006

- Fulfilled teller training assignments: Completed teller training. Assisted customers with banking transactions, maintained and balanced cash drawer daily, and maintained friendly, professional relationships with customers.
- Fulfilled new account training assignments: Completed new accounts training. Opened new accounts, Certificates of Deposit, and ROA's for customers.
- Fulfilled customer service training assignments: Completed customer service training. Assisted customers with questions regarding checking and savings accounts.

Skills:

Excellent written and oral communication

Strong customer service skills

Computer skills: proficient in Microsoft Word, Excel, Power Point, Outlook, Internet Explorer, and PeopleSoft 9.1.

Performance Management skills

Training Management

Maintaining Employee Files

People Skills

Conflict Resolution skills

Employment Law

Certifications:

ACUE (Association of College & University Educators) Certified
SHRM-CP Certified

Education:

Masters of Business Administration

University of Texas at Tyler, Tyler, TX Overall G.P.A.: 3.75

Graduated: May, 2014.

Bachelor of Business Administration in Management

Harding University, Searcy, AR Overall G.P.A.: 3.78

Graduated: May 13, 2006.

Attended Harding University in Florence, Italy (Summer 2004)

References

Joe Vorsas

AVP for Human Resources (Retired)
University of Texas at Tyler
12664 County Road 1254
Flint, TX 75762
#903-520-6160

Kevin Johnson

Co-Founder of Express Pros Training
5609 Donnybrook Ave.
Tyler, TX 75703
#903-539-7348

Krist Swimberghe

Dean of the Soules College of Business
University of Texas at Tyler
3900 University Blvd.
Tyler, TX 75799
#903-566-7346