

Olivia Mason

HR assistant

CONTACT

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New York, NY

EDUCATION

Certificate in Human Resources Management

New York University

Completed June 2024

Bachelor of Science in Psychology

City University of New York

Graduated May 2013

Certifications

- SHRM Essentials of Human Resources – Issued: March 2024
- Conflict Management Specialist – Issued: September 2023

LINKS

LinkedIn

PROFESSIONAL SUMMARY

Customer service professional transitioning into human resources with a strong foundation in communication, conflict resolution, and team management. Eager to leverage 10+ years of experience in managing people and processes to contribute to HR operations at Global FinTech, with a focus on employee relations and HR compliance.

EXPERIENCE

Customer Service Manager

2017 - 2024

MetroBank – New York, NY

- Managed a team of 15 customer service representatives, resolving disputes and providing ongoing coaching and development.
- Developed training programs that improved team performance and customer satisfaction by 20%.
- Collaborated with the HR department to address employee issues and performance concerns, including disciplinary actions and feedback sessions.

Sales Associate

2014 - 2017

RetailCo – New York, NY

- Provided exceptional customer service, handling inquiries and processing transactions efficiently.
- Trained new hires on company policies and procedures, helping improve onboarding and training processes.

SKILLS

Conflict Resolution	★★★★★
Team Leadership	★★★★★
Communication & Interpersonal Skills	★★★★★
Organizational Skills	★★★★★
Customer Service & Support	★★★★★
Problem-Solving	★★★★★
Time Management	★★★★★

RELEVANT PROJECTS

- Completed a 3-month internship at *Manhattan Non-Profit Organization*, assisting the HR team with recruitment and onboarding of volunteers.