Joshua P. Sotelo · 2510 31st St., Apt 6112., Temple, TX 76504 · (928) 606-6151 · [Joshua.p.sotelo@gmail.com](mailto:Joshua.p.sotelo@gmail.com)

JS

Human Resources Professional

Experience in Human Resources (HR) Functions i.e. recruitment, benefits and benefits orientation, Records Retention with knowledge in Payroll Data Entry in a fast paced environment. Has expertise in management techniques, project management techniques, systems analysis, and technological support in HR Systems. Assists employees with customer service and support while providing swift and accurate responses. Showcases excellent leadership, organization, team participation, problem analysis and resolution. Delivers management level interpersonal communication, and conflict resolution abilities as it relates to professional associates, leadership, and peers. Works well independently but also as a team member, promoting harmony, cooperation, and the pursuit of common goals. Steers project initiatives through industry knowledge and exceptional multi-taskings. Committed to pursuing personal advancement and skill growth leading to diverse professional opportunities.

# SKILLS

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| --- | --- | --- |
| * Oral Communication | * Problem Solving | * Customer Service |
| * Project Management | * Conflict Resolution | * Attention to detail |
| * HR Functions | * OSHA and Safety | * Leadership |
| * Microsoft Office | * Adobe Pro | * Visio |

# Certification

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| --- | --- | --- | --- |
| 2013 | Battle Command Sustainment and Support (BCS3) | Command Post of the Future (CPOF) | Blue Force Tracker |

# Professional Experience

Human Resources Specialist II, Coconino Community College

March 2022 – October 2022

* Provides Administration Support for the HR Department by maintaining files, generating correspondence, completing forms i.e. verification of employment letters, distributing mail and other documents.
* Scheduling/locating rooms for conferences, interviews, meetings and projects.
* Inputting Payroll Data Entry i.e. reimbursements, job set-up, and benefits deductions and regularly meeting with the Finance Department to improve processes.
* Manage Credentialing Files strictly for major U.S. Credentialling Auditors verifying each Employee file for accuracy.
* Provide assistance to all individuals i.e Employees, Applicants regarding departmental policies, procedures, activities, and timelines.
* Assisting in Recruitment Operations to include assistance in filling out Departmental New Hire Paperwork, updating/posting jobs on the HR Website and ensuring they are current.
* Prepares list of New Hires/Terminations for Monthly Update with District Governing Boards.
* Assists the HR Specialist Sr. with recruitment processes, screening applications, reference checks, background screenings, scheduling interviews, and other Recruitment Process and ensure we follow our Diversity Statement by ensuring all questions and applications follow our organizations Diversity Plan. Utilizes and manages NEOGOV for all applications. Utilizes E-Verify and Third-Party Background Checking Applications to ensure all New Hires are able to be employed by our organization.
* Handles all complaints for service in-person, by telephone, email, and in writing. Notifies Supervisors of sensitive or critical issues requiring immediate attention and assists with follow-ups.
* Requests reports on a variety of HR web systems and compiles them into spreadsheets for Departmental/Executive Leadership for analysis.
* Inputs I-9 verification using E-Verify for all New Employees and ensures all I-9 information is current.
* Approves New Enrollments in Retirement Systems.
* Assists the HR Benefits Coordinator with sending Orientation Packets and benefit forms to Newly Hired Employees.
* Assists in Training/Supervising Part-Time Workers, Student Workers, and Inters.
* Maintains all Employee Files and continually ensures their files are current.
* Maintains the HR Website for our organization on both Public (NFOUO) and non-public (FOUO) websites.
* Utilizes Docusign for all paperwork sent Internally/Externally for our organization.

Security Officer II, Coconino Community College

February 2019 – February 2022

* Ensures that all documents pertaining to Incident Reports, Security Patrols Logs, Standard Operating Procedures, web-based applications are kept in order and well maintained.
* Investigates incidents and follow through with proper authorities and maintain documentation with high degree of accuracy.
* Effectively communicates with upper-level staff to ensure that applicable laws and policies are maintained.
* Explains multiple Incidents to Law Enforcement agencies.
* Creates Personal Identity Verification (PIV) cards with varying levels of access to multiple access points with varying layers of access through web-based applications and ID card software with correct forms to designated IT.
* Provides support for web-based applications.
* Provides conflict resolution on a day-to-day basis with personnel.
* Trouble shooting custom applications tailored for law enforcement.
* Provides local IT support for phones and computer in lieu of the IT support designated for my office.
* Successfully trains coworkers in use of web-based applications.
* Serves as a problem solver and advisor for operational support in the use of IT equipment, software, networks, and systems for students/staff.
* Resolves issues from personnel and vendors.
* Reviews installed systems and diagnosed problems encountered in the use of the systems.
* Extreme attention to detail when performing duties both with personnel and IT based web systems.

Security officer II, Anderson Security Agency

July 2018 – February 2019

* Ensured that all documents pertaining to Incident reports, Security Patrol Logs were kept in order and maintained.
* Operated multiple web-based application and troubleshooted them while on duty to ensure that operations ran smoothly.
* Communicate effectively with upper-level staff to ensure that all laws and policies were maintained.

Human Resources Specialist II, U.S. Army

April 2012 – October 2016

* Submitted documents for personnel records and official use for promotion/demotion, separation, retirement, passports, visas, special duty, assignments, pay and benefits , and training/schools.
* Performed all previously stated personnel action through web-based applications and performed trouble shooting on the web-based applications to ensure accuracy on personnel.
* Maintained personnel records for all personnel for their career path, family, and medical benefits through web-based applications.
* Created Common Access Cards (CAC) on a web-based application that included their Personally Identifiable Information and their Security level for access into various access points with increasing security levels for U.S. Military/Civilians/Contractors/Foreign Military and relayed the information to our designated IT Personnel with the correct forms.
* Created Dependent IDs for Families of Military/Civilians/Contractors/Foreign Military.
* Updated the total number of personnel using web-based applications in addition to communicating with the Department of the Army for senior leadership and relaying information on personnel numbers.
* Maintained, troubleshot, and updated web-based applications (Command Post of the Future (CPOF), Blue Force Tracker (BFT), and Battle Command Sustainment and Support System (BCS3)) daily for senior leadership with effective communication to leadership on personnel management, status, location, and equipment status both in country and in South Korea.

# EDUCATION

Administration of Justice - Coconino Community College

December 2020

Cyber/Electronic Operations and Warfare - Piedmont Virginia Community College

December 2017