**Ashley Robinson**

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**Professional Summary**

Staffing Operations Manager with 3 years customer service experience. Administered W-2 and Background check information as needed. Conducted Human Resource paperwork and communicated daily with potential employees. Utilized time management effectively while assisting the manager. Exceptional Communication and Leadership skills. Proficient in Microsoft Office and specialized software programs.

**Skills**

* Self-Starter
* Follows directions
* Works independently
* Team player
* Public relations
* Customer Support
* Phone Etiquette
* Human Resource Capabilities
* Regulatory Compliance
* Record Auditing

**Experience**

LGC Associates, LLC – Seville, OH 08/2022 – 04/2023

**Remote Staffing Operations Manager**

* Working with Vonage and email to answer current and potential employees’ questions and concerns.
* Utilizing the human resource program WorkBright to approve and/or reject candidates’ submission forms such as employment applications, I-9, W2, direct deposit forms, etc., running all potential candidates through NSOPW.gov and E-Verify for states applicable.
* Utilizing the NextCrew staffing app to submit new employees into the staffing database and assign jobs as needed.
* Assisting with COATS staffing software for submitting/updating employee direct deposit information.
* Assisting with Indeed job advertising, internal auditing as well as weekly orientation and onboarding via Microsoft Teams.

Independent Provider – Medina, OH 12/2018 – 04/2022

**Non-agency Independent Provider**

* Personal in-home care (bathing, dressing, daily activities), grocery/supply shopping, appointment scheduling, transportation, medication reminder, monthly supply ordering, cooking, and cleaning of their homes.
* Insurance claims: medical billing and coding.

Heart to Heart/InCare Home Health – Medina, OH 11/2017 – 09/2018

**STNA**

* Personal in-home care (bathing, dressing, daily activities), grocery/supply shopping, appointment scheduling, medication reminder, cooking, and cleaning of their homes.

Johnny’s Pit Stop Auto Shop – Akron, OH 10/2017 – 11/2018

**Part-Owner/Service Writer**

* Appointment scheduling, creating cost estimates for repairs, customer service, marketing, paper filing, payroll, billing, shuttling, running errands as needed, and cleaning.

Robinson’s Automotive Repair – Akron, OH 08/2016 – 09/2017

**Service Writer**

* Appointment scheduling, creating cost estimates for repairs, customer service, marketing, paper filing, payroll, billing, shuttling, running errands as needed, and cleaning.

Autumnwood Nursing & Rehabilitation – Rittman, OH 12/2013 – 08/2016

**Activities Director/Department Head/STNA/Medical Records**

* Team Leader: activity planner, supervision, scheduling, Point Click Care documentation, medical record filing, and paperwork.
* Direct Care: Assisting residents in leisure activities as well as Activities of Daily Living.

ASAP Home Health Care – Wadsworth, OH 04/2008 – 06/2016

**STNA**

* Personal in-home care (bathing, dressing, daily activities), grocery/supply shopping, cooking, and cleaning of their homes.

The Avenue at Medina – Medina, OH 06/2013 – 12/2013

**STNA/Receptionist**

* Direct Care: Assisting residents in personal care as well as Activities of Daily Living.
* Administrative Assistance: Answering phones, computer work, and paper filing.

**Education**

Medina County University Center

**General Education Pre-Requisite Studies**

Medina County Career Center, Medina, OH

**Certificate in Exercise Science/Sports Medicine**