Meagan F. Ayers

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**EDUCATION**

**THE UNIVERSITY OF TOLEDO,**Toledo, OH

***Master of Business Administration*** ⏐ Majors: Human Resource Management & Marketing

* Graduation June 2012 ⏐ GPA: 3.601
* Received the Advanced Leadership Academy Scholarship by the Dean of COBI and the Chairman of Management

**THE UNIVERSITY OF TOLEDO,**Toledo, OH

***Bachelor of Business Administration*** ⏐ Major: Human Resource Management ⏐ Minor: International Business & Women’s and Gender Studies

* Graduated May 2010 ⏐ GPA: 3.583 ~ *cum laude*
* Awarded Dean’s List for seven semesters from 2006 to 2010
	+ Received UT Pride Scholarship; Metzger Family Scholarship Fund; Horace and Letitia Newton Scholarship Fund; Aldersgate United Methodist Scholarship Fund; Ohio Opportunity Grant; Federal Pell Grant; Charles A. Sullivan Scholarship Fund; Findlay Scholarship

**UNIVERSITY STUDY ABROAD CONSORTIUM (USAC)**

**GRIFFITH UNIVERSITY,** Gold Coast, Australia **01/2009 - 06/2009**

* Studied overseas to learn about business cultures and social protocols; integrated with locals, as well as students from around the world, in the classroom to further enhance International Business minor with real life experiences.

**PROFESSIONAL EXPERIENCE**

**KIEMLE-HANKINS,** Perrysburg, OH **12/2011 - Current**

 **HR Clerk**

* Created orientation outlines and converted relevant paperwork for employees acquired through acquisition.
* Generated marketing materials for the CEO to utilize for Bradley-Morris recruiting initiatives.
* Analyzed and trended employee surveys regarding safety, commitment, benefits, and overall job satisfaction.
* Utilized social media knowledge and techniques as a recruiting and marketing tool.
* Maintained a working HR list for CEO, CFO, and HR Director to effectively conduct weekly HR meetings.
* Researched employer benefits and applicable laws to answer employee questions regarding their Group Medical Benefit Plan, 401K, Disability, Overtime, Worker Compensation, Reimbursement Plans, Policies, Releases, etc…
* Issued refresher memo’s to employees regarding information such as vacation benefits and company procedures.
* Responsible for maintenance of Company Bulletin Board; researched laws for applicable required postings.

**NORTH SHORES PERSONNEL,** Toledo, OH **10/2010 - 01/2011**

 **HR Personnel Specialist**

* Screened and thoroughly reviewed resumes of potential candidates following the specifications and guidelines stated by clients and performed pre-screening phone interviews looking for qualified candidates.
* Scheduled face-to-face interviews to evaluate candidates’ qualifications while simultaneously assessing character, credentials, education, and experience to ensure that they would be a fit for the client’s company.
* Maintained a tracking sheet of all employees presently employed and all potential employees for future positions.
* Placed job postings, confirmed employee credentialing and ran background checks for accurate placement.
* Conducted orientations for new employees explaining their job duties, hourly pay, and policies and procedures.
* Organized all paperwork including resumes, I9’s, W2’s, State Tax forms, W11’s, and hiring sheets.
* Developed client and candidate relationships, maintained communication with both during the selection process, and handled difficult complaints with diplomacy.
* Responsible for one-on-one training for new employees hired into the Personnel Specialist position.

**THE UNIVERSITY OF TOLEDO,** Toledo, OH **01/2011 - 05/2011**

 **Graduate Research Assistant (Spring 2011)** ⏐ **Department of Institutional Advancement**

* Conducted research on prospective donors and philanthropic resources utilizing various sources from Hoovers, County Auditor Websites, LinkedIn and other media sites to create profiles of potential contributors.

**HARBOR,** Toledo, OH **11/2008 - 09/2010**

 **HR Intern**

* Developed Performance Evaluations that reflected the competencies, goals, and essential functions for the most current job descriptions.
* Conducted phone interviews with potential candidates to determine if they had the qualifications for the position.
* Converted paper documents into the electronic systems resulting in an efficient structuring of the information.
* Researched potential training options and workshop materials for managers to conduct seminars for enhancing communication proficiencies with employees.
* Compiled orientation packets for new employees regarding information and details about company policies and procedures.
* Worked with sensitive information that involved maintaining a high level of confidentiality.

**OWENS COMMUNITY COLLEGE,** Oregon, OH **09/2008 - 01/2009**

 **HR Intern**

* Entered employee data into Banner software and retrieved information needed to compile materials for future use by the Vice President of Human Resources.
* Researched available resources in order to submit creative solutions for current issues within the HR department.
* Shadowed the Human Resources Trainer and acquired instructional and development techniques for training in the areas of leadership and safety.

**COSTCO,** Toledo, OH **06//2007 - 08/2007**

 **Marketing/Customer Service**

* Instrumental part of the team that marketed the Grand Opening of Costco to local and surrounding communities.
* Enlightened potential members to the advantages of memberships; resulting in selling hundreds of memberships.
* Provided prompt and courteous service to potential and current members; cultivating and nurturing a strong service-oriented environment.
* Responded to members’ concerns by listening attentively to appropriately answer questions and resolve any issues.

**BEST BUY,** Toledo, OH **08/2005 - 07/2007 ⏐ 06/2008 - 08/2008**

 **Customer Service Representative/Sales**

* Delivered exceptional customer service via engaging customers, identifying their needs, and offering the best solution for their lifestyle needs.
* Boosted store's profit margin by skillfully upselling replacement plans; personal weekly averages were consistently higher than set goals and frequently created over $300 in revenue when $90 was the amount set for the day.
* Averaged 10 magazine sales in a six to eight hour shift when the minimum requirement was one per hour.

**COMMUNITY INVOLVEMENT**

* **Junior Achievement:** Volunteer, taught 4th grade students about business practices, 2006 - 2011
	+ - **Interfaith Hospitality Network:** Volunteer, provided help for families facing homelessness and delivered moral support while they worked towards regaining their independence and dignity, 2000 - 2008
* **Aldersgate United Methodist Youth Group:** Volunteer, assisted in soup kitchens ,worked on fundraisers, and helped the elderly, 1999 - 2006
	+ - **Traveled to Timisoara, Romania:** Volunteer, counseled girls in destitute situations from extreme economic hardships that resided at the Deborah Center, Summer 2003
		- **Traveled to Little Rock, Arkansas:** Volunteer, helped on the farm, Heifer Mission Ranch, raising and feeding the cattle that was sent to families in need who resided in third world countries, Summer 2002

**TECHNICAL TOOLKIT**

PeopleTrak ▪ PeopleAdmin ▪ Banner ▪ ACS Systems ▪ 55 WPM ▪ Microsoft Word, Excel, and PowerPoint

**CAREER FOCUS**

Articulate and engaging professional with excellent prioritization abilities developed through balancing academic and work schedules coupled with international travels. Adapts easily to new situations with the desire and drive to cultivate the skills necessary for working in a demanding and supportive environment. Meets challenges head-on and finds a way to effectively complete multiple assignments or projects on time. Confident and poised in interactions with individuals at all levels within an organization. Abundant real world domestic and international traveling experience; willing to relocate.

*Please view my resume website for more information at:* [*http://meaganfrancesmba.webstarts.com*](http://meaganfrancesmba.webstarts.com)