

# ANDREW MCGUINN

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## PROFESSIONAL SUMMARY

Enthusiastic and reliable administrator looking for a position utilizing my strong organizational skills, and experience in administration to facilitate a company's daily needs and growth

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## AREAS OF EXPERTISE

- ✿ Able to prioritize and simultaneously manage multiple projects, and follow through on issues in a timely manner
- ✿ Extensive experience in health care and human resource file management (with an intense focus on Medicaid and CARF compliance)
- ✿ Extensive experience as a Human Resource manager ensuring achievement of staffing recruitment sourcing and retention goals
- ✿ Conducted over 300 background checks per year (for a four-year period) as well as FBI background checks as required
- ✿ Experienced in Worker's Compensation claim management
- ✿ Management of employee insurance renewals and company benefits
- ✿ Conducted a multitude of staff orientation groups and ensured documentation compliance
- ✿ Proficient in MS Office Suite (multiple versions)
- ✿ Experienced in Workday application and problem resolution/technical support
- ✿ Payroll manager for over two years overseeing and completing all details for over 300 staff (inclusive of ensuring accuracy of time worked, resolving PTO and schedule change anomalies, and printing all employee checks)
- ✿ Knowledgeable in HIPAA regulations and compliance
- ✿ Written many company procedures and reformed company policies

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## WORK EXPERIENCE

### Office Manager, 05/2020 - Present

**Hunter Hale International LLC** – Hendersonville, North Carolina

- ✿ Responsible for managing office systems
- ✿ Supervised office assistant and aided with any queries as needed
- ✿ Assisted owner with managing QuickBooks and other financial needs

### People Systems Support Specialist, 02/2017 – 08/2019

**Denny's Corporate Support Center** – Spartanburg, South Carolina

- ✿ Assisted restaurant management with the resolution of Workday issues
- ✿ Aided in the onboarding of new hires; I-9 resolution and completion; ensured E-Restaurant and Workday data sync; job code and wage entry; and the resolution of any other HRIS query
- ✿ Managed pension and retirement plan archival research
- ✿ Reset four decades of pension and benefit records
- ✿ Handled background check reviews for all corporate units and worked with legal on hire approvals
- ✿ Utilized conversational Spanish to communicate with Spanish only speaking employees in order to aid them in the resolution of benefits and payroll queries

### Robert Half Staffing (Temporary Assignment)

**Human Resources Specialist, 08/2016 – 02/2017**

**Warren Wilson College** – Swannanoa, North Carolina

- ✿ Aided in the recruitment process and actively sourced candidates in a wide range of areas needed by the college (located and provided qualified candidates for open positions within time-sensitive deadlines to serve the administration's needs).

- ✿ Coordinated multiple interviewing committees' needs (scheduling, rubric setup, Google drive utilization for reference form creation and reviews, reference spreadsheet conversion and provision to committee members, and other priority items as needed)
- ✿ Scheduled interviews and made travel and accommodation arrangements for position candidates
- ✿ Entered benefits and data entry for all new staff; aided staff with benefit questions, enrollment and benefits changes
- ✿ Aided in the management of documentation compliance, benefit administration, and data entry
- ✿ Managed Worker's Compensation claims and follow-ups with staff and carrier representatives
- ✿ Worked in conjunction with the college OSHA officer and the Human Resources staff on Worker's Compensation policy reform
- ✿ Setup and implemented a new file management system for the college personnel records
- ✿ Logged all Human Resource account bills and tracked payment
- ✿ Ensured staffing requisitions and personnel action forms were triaged and processed based on recruiting needs
- ✿ Partnered with Human Resource team to prepare job offers and aid in relocation when applicable (i.e. rental properties owned by the college that I inspected and ensured were in compliance for the candidates' needs; and ensured all documentation was ready and approved by management)
- ✿ Aided in staff compliance with FLSA exempt and non-exempt status changes (in accordance with federal law)

**Robert Half Staffing (Temporary Assignment)**  
**Information Technology Contractor, 04/2016 – 06/2016**

**Margaret R. Pardee Memorial Hospital – Hendersonville, North Carolina**

- ✿ Diligently worked with the Pardee I.T. team within a strict deadline to replace all hospital and Pardee clinic hardware that was noncompliant with the UNC EPIC software change
- ✿ Tested EPIC software on all upgraded hospital and clinic hardware to ensure it would function as specified prior to the *Go Live* date
- ✿ Diagnosed and corrected system errors, and documented all updates and repairs in the UNC Heat ticket system
- ✿ Ensured timely compliance with all physician and hospital staff requests in order to provide no impairment to hospital and clinic workflow and patient care

**Proprietor/Administrator, 07/01/2015 – 12/31/2015**  
**McGuinn Alternative Family Living Home – Hendersonville, North Carolina**  
 (Short-term placement of a high needs client)  
 (United Support Services – Charlotte, North Carolina)

- ✿ Responsible for all operations of an AFL home created for a Level IV client with high level mental health needs
- ✿ Established comprehensive documentation on my client (who had never had an aggregation of his medical history and diagnoses)
- ✿ Provided 24-hour care, and employed NVC training and safety protocols when client behavior escalated

**Administrator, 12/06/2006 – 03/16/2015**  
**Advantage Care Services – Asheville, North Carolina**

- ✿ Served in a multitude of capacities during my tenure at Advantage  
 (inclusive of backup receptionist if switchboard coverage was needed)

✿ **Payroll Specialist**

12/2006 – 07/2007

✿ **Executive Assistant**

08/2007 – 02/2010

- ✿ Maintained and coordinated the owners' schedules
- ✿ Maintained all Medicaid contracts, real estate contracts and leases, and a wide array of additional corporate administrative files pertinent to the owners' needs
- ✿ Organized and maintained all of the owners' personal files and ensured confidentiality
- ✿ Coordinated a variety of executive meetings for the owners as needed (included securing meeting space, catering, and

- ⊗ setting up audio-visual equipment)
  - ⊗ Drafted, prepared, distributed, and followed-up with various Correspondence and documentation
  - ⊗ Coordinated all company repairs, and completed the majority of company supply orders
- \* **Executive/Marketing/Human Resources Assistant** 03/2010 – 10/2011
  - ⊗ Responsible for designing business cards, company brochures, and marketing display panels for events
  - ⊗ Designed and placed all magazine, telephone directory, and newspaper ads; and created financial cost and pricing reports for the owners
  - ⊗ Aided in proofing and organizing all client and employee Files to ensure audit compliance
- \* **Human Resource Manager** 11/2011 – 12/2013
  - ⊗ Assisted all departments in hiring, promotion, discipline, and termination activities
  - ⊗ Sourced/networked all recruiting efforts for the company to ensure timely compliance with staffing needs for management team in order to maintain continuity of care for clients
  - ⊗ Supervised Human Resource and Nursing department receptionists
  - ⊗ Reported Worker's Compensation claims to the insurance carrier, monitored injured worker's progress, kept the supervisor and owners informed of his/her progress and the date he/she was able to return to work, completed and maintained all documentation and loss run statistics; worked closely with the owners on policy renewal costs and policy compliance.
  - ⊗ Created and maintained financial tracking reports on health and supplemental insurance enrollment
  - ⊗ Ensured staff Medicaid compliance
- \* **Human Resource Manager/Payroll Manager** 01/2013 – 12/2014
- \* **Interim Information Technology Director/Payroll Manager** 01/2014 – 02/2014
  - ⊗ Responsible for network administration (including security management, email, phone and fax systems, and remote server access)
  - ⊗ Negotiated hardware/software and technical support contracts with service providers
- \* **Payroll/Information Technology Manager** 03/2014 – 03/2015
  - ⊗ Completed all payroll functions for the company
  - ⊗ Remitted garnishments and other payroll liabilities
  - ⊗ Prepared payroll and government reports
  - ⊗ Aided I.T. director with wide arrays of functions

#### EDUCATION

SHRM-CP (Certification in Process)  
Notary Public (Re-certification in process)

Dual Bachelor's Degree: Anthropology/History, 2001  
East Carolina University – Greenville, North Carolina

REFERENCES AVAILABLE UPON REQUEST