

# CHERYL F. SWAKER-CONEAL

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## PAYROLL – TRAINING - EMPLOYEE RELATIONS – WORKERS COMPENSATION - BENEFITS

**OBJECTIVE:** Seeking a Human Resource position utilizing my diverse background to maximize human capital and meet business objectives.

**SUMMARY:** A team-oriented professional with expertise in human resources and performance improvement. Proven ability to maximize individual and team performance and create mentoring and training options for various learning styles.

- Able to work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations. Works effectively as a team contributor on all assignments.
- Skilled in using diverse education and training methods as appropriate for the material and audience.
- Organized with excellent time management skills.

## PROVEN ABILITIES

### Payroll

- Assisted with transition to a new payroll company and communicated process changes that made employees confident in the accuracy of their paychecks.
- Accurately processed electronic Human Resources transactions including new hires, terminations, transfers, promotions, wage increases, etc. in a timely manner that ensured payroll accuracy and effective management of employee data.
- Counseled employees on piece-rate pay system that led to increased morale and assurance of accurate payroll.

### Training

- Trained staff on how to use and request supplies. Established inventory and purge policy and procedures for medical supply company and clinical medical practice.
- Coordinated safety training and maintained training records that resulted in fewer accidents and injuries. Prepared training materials and assisted management with monthly employee safety meetings.
- Learned and developed proficiency with proprietary claims management software, and was able to teach others within the organization how to fully utilize the system to enhance overall efficiency.

### Employee Relations

- Recruited, selected, interviewed, researched and hired candidates within EEO, ADA, DOL, DOT, and other federal and state guidelines. Developed an interactive hiring process that substantially reduced turnover of difficult labor-intensive positions.
- Oriented new employees on health/welfare and financial benefits selections. Provided and collected new hire document packets to ensure compliance with federal and state employment regulations.
- Consistently conducted hourly exit Interviews to ensure return of equipment and verification of contact information.
- Developed appropriate policies and procedures to ensure compliance with local and federal regulations, including EEOC, OSHA, DOT, ADA, FMLA and DOL. Maintained and distributed the Employee Handbook, ensuring that changes to policy were made timely and that all employees had access to employer expectations. Ensured all on-site bulletin boards were updated with Federal, State and other required posters.
- Functioned as liaison, and fostered unique employee relationships that resulted in one of few non-union environments in a highly unionized industry.
- Achieved expert knowledge in policy, and used good judgment and professionalism to respond to payroll, benefits, and other employee issues, and escalated employee issues/grievances to senior management and legal counsel as necessary.
- Assisted with DOT physical renewals and annual driver license reviews to ensure compliance with federal and corporate regulations.

## Workers Compensation

- Performed on-site paper and electronic daily and monthly audits that resulted in increased accuracy and timeliness of payments, compliance with statutory requirements; clear and responsible claim handling, and data integrity of electronic reports.
- Traveled as required to plant locations to consult with management on workers compensation related issues. Managed claim and process concerns that led to better relationships between plant personnel, unions, attorneys, jurisdictional staff, medical staff, medical vendors, and third party claims handling staff.
- Provided key investigative information to workers' compensation insurance administrators and legal staff that helped identify trends and inconsistencies in workers' claims and lawsuits. Successfully defended a wrongful death suit. Participated in the investigations of serious accidents and injuries, and monitored supervisor investigations of all minor accidents and injuries.
- Retrieved and analyzed data pertaining to repetitive accidents and injuries for risk management program, identifying training needs and ergonomic adjustments that reduced repeat occurrences.

## Employee Benefits

- Ensured that employee benefit enrollment and changes were executed timely so that employees could use the benefits when they were entitled to them.
- Managed COBRA and FMLA processes that resulted in compliance with federal regulations.
- Maintained employee benefits programs and informed employees of benefits by studying and assessing typical benefit needs and trends. Recommended benefit programs to management; directed the processing of benefit claims on applicable insurance contracts; obtained and evaluated benefit contract bids; recommended benefit contract awards; designed and conducted information-sharing and open enrollment events.
- Managed attendance records to track time off for injuries, disabilities, medical and personal reasons, that resulted in accurate FMLA records and efficient response to management inquiries.
- Developed employee wellness programs that reduced health-care utilization rates, by providing information and opportunities to benefit the employees and their families.

## PROFESSIONAL EXPERIENCE

Swaker Enterprises – Eastpointe, MI Consultant	2008-2009
Delphi Corporation – Troy, Michigan Quality Assurance Coordinator – Employee Benefits	2000-2008
Diversified Chemical Technologies – Detroit, Michigan Payroll and Benefits Officer	1998-2000
Browning Ferris Industries (BFI) – Pontiac, Michigan Safety and Personnel Administrator	1991-1997

## EDUCATION

### Bachelor of Science, Business Administration

University of Phoenix – Southfield, Michigan campus

## CERTIFICATIONS

### Certified Workers' Compensation Professional (CWCP)

Michigan State University, Workers' Compensation Department – East Lansing, MI