Dorcas Nana Jackson
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OBJECTIVE: To obtain a challenging and analytical position applying creative problem-solving and management skills in Human Resources.

EDUCATION & EDUCATIONAL TRAINING

- **National University, San Diego, CA.**
  PhD Candidate in Business Administration – Organizational Leadership, November 2020 – Present (The expected graduation date is May 2024)

- **Pacific Lutheran University,** Tacoma, WA**.**
  Master of Business Administration (MBA), February 2017-December 2018.

- **Midwestern State University** (MSU) Wichita Falls, TX
  Master of Arts in Human Resource Development, August 2011.

RELEVANT SKILLS

- Operational Compliance Management
- Employee Relations and Conflict Resolution
- Benefits
- Leave of Absence & Accommodations
- Workers' Compensation
- Training and Development

PROFESSIONAL EXPERIENCE

North American Energy Services (NAES) WA. December 2021 - Present
Sr Human Resources Specialist

- Manage company leaves of absence (FMLA, Personal, Medical, Statutory, etc.) and perform accommodation reviews to ensure compliance with state/federal regulations and company policy for Corporate and Subsidiary employees.
- Provide holistic case management services, including reviewing medical documentation to adjudicate leaves in compliance with the corresponding leave plans, federal and state laws, and benefit plans as defined by NAES.
- Resolve escalated employee relations issues which may include partnering with internal and/or external service providers or departments.
- Serve as the primary point of for employees, plant administrators, managers, and HR team for LOAA information and process.

- Develop leave management and ADA policies and/or processes that ensure compliance with federal and state regulations as well as company policies.
- Develop and implement leave and ADA training programs for HR, management, and employees. To ensure employee understanding of the process and company and employee responsibilities.
- Interface with disability insurance vendors including notification of employee eligibility and issue resolution.
- Partner with Worker's Compensation on work-related disability leave to ensure process integration.
- Keep current on leave and accommodation trends to maintain the program and leverage best practices.
- Provide reporting and analysis of leave-based concerns for senior leadership including measurement of success through key performance indicators.

Tommy Bahama, Seattle, WA September 2020 – December 2021
Sr Benefits and Leave Business Partner

- Managed and administered all legally required leave programs including FLMA, military leaves, pregnancy/family state leaves, disability leaves, Workers' Compensation, and Americans with Disability Act accommodations for U.S. Mainland, Hawaii, Puerto Rico, and Canada.
- Managed the administration of benefits plans including but not limited to medical, dental, vision, LOA, STD, LTD, Life Insurance, AD&D, and 401(k) information & enrollments for U.S. Mainland, Hawaii, Puerto Rico, and Canadian plans.
- Managed OSHA reporting as required by law.
- Managed workers' compensation leaves in coordination with U.S. Mainland, Hawaii, Puerto Rico, and Canadian risk management.
- Served as an internal point of contact for managers and employees regarding employee relations and benefits.
- Worked with the Benefits Brokers, vendors, Payroll, and Finance.
- Gathered data for the successful completion of surveys and other reports.
- Supported annual benefits open enrollment including the preparation and distribution of enrollment materials and the delivery of benefits information sessions to employees.
- Advised managers and employees on company leave processes, policies, and procedures, both orally and in writing.

Blueprint Technologies, Bellevue, WA, Jan 2020 – September 2020
Benefits Administrator

- Managed and administered the company's Medical, Dental, and Vision plans.
- Managed all types of Leave of Absence including FMLA, military leaves, and Workers' Compensation for employees in various states including reporting and communication with employees and their managers.

- Managed staff disability, COBRA, EAP, 401K plans, ADA, FSA, and staff wellness program.
- Communicated with employees and leadership regarding benefits-related topics and answered all questions regarding Benefits.
- Oversaw the company's Tuition Reimbursement Program.
- Oversaw confidential and sensitive information using empathy, discretion, and judgment.

PCC Community Markets, Seattle, WA, May 2019 – Jan 2020
Benefits Specialist

- Managed Leave of Absence including FMLA, military leaves, and Workers' Compensation.
- Managed new benefits enrollments and compensation, reporting, and communication with staff and store leadership and managed all benefits programs.
- Managed staff disability, COBRA, EAP, 401K, Pension plans, ADA, staff wellness program, managing the Orca card program of more than 2,000 staff members.
- Communicated with store and office leadership regarding benefits-related topics.
- Assisted with special projects as needed.
- Handles confidential and sensitive information using empathy, discretion, and judgment.
- Managed the company's Orca card, carpooling, parking, and transportation programs.

Muckleshoot Casino, Auburn, WA, August 2017- May 2019.
Leave of Absence and Workers' Compensation Specialist/Benefits Administrator.

- Coordinated and managed all benefits and compensation including Leaves of absence, including FMLA and military leaves. Employee Assistance Program (EAP), 401K, ADA, COBRA, and Workers' Compensation of 1,600 or more employees and coordinates with HRIS to ensure compliance.
- Facilitated training on the benefits portion of new hire orientation.
- Responsible for timely OSHA reporting and postings.
- Informed and administered benefits to employees by explaining benefits programs and assisting team members in choosing which plans were right for themselves and their families.
- Partnered with department managers and directors to counsel and communicate with employees on attendance, discipline, and compliance issues.
- Investigated and resolved employee complaints and grievances, to resolve conflict in the workplace.

United States Army, Madigan Army Medical Center, Tacoma, WA**,** November 2013- November 2017.
Patient Administration Specialist

- Ensured that my team was mission ready as well as handled complaints and resolved conflicts among my team as the team leader.
- Determined appropriate itemized billing amounts from the Department of Defense rates while also explaining and answering questions regarding medical billing procedures to insurance companies.
- Admitted and discharged patients while creating, maintaining, and tracking their inpatient medical records.
- Initiated and organized the movement of patients through the military Air Evacuation system.

PROFESSIONAL ASSOCIATION(S)

- Society of Human Resources Development (SHRM): 2017 – Present.