

# LAUREN LUPPLACE

Cell: (214)683-8088

Laurenluplace3@gmail.com

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## Executive Overview

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**Human Resource professional with over 10 years of experience in management and customer service seeking to use my experience, skills and education to make a positive impact with clients needing assistance.**

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## Summary of Qualifications

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- *Human Resources Generalist with progressive experience managing employee benefits & compliance, employee hiring & onboarding, performance management processes, licensure tracking and HR records management.*
- *Dependable and organized team player with the ability to communicate effectively and efficiently.*
- *Skilled at building relationships with employees across all levels of an organization.*
- *Proficient with HRIS, applicant tracking and benefits management.*
- *Excellent customer service expertise.*
- *Experience in Microsoft Office, Google Forms, DocuSign, QuickBooks, SharePoint, Great Plains, Homecare Homebase, ICIMS, and other software.*

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## Core Accomplishments

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- Responsible for the set up and organization of an orientation curriculum per discipline to meet Federal, CHAP, and ACHC requirements
- Established and managed an electronic onboarding process that ensures all required documents are obtained, verified, and completed per regulatory accrediting requirements prior to first day employment
- Implemented and managed a remote employee personnel file system that ensured required documents were obtained and updated per regulatory requirements
- Successfully recruited and screened qualified candidates for the clinical, operational, and marketing departments as well as ancillary staff and management personnel.

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## Professional Experience

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**VeraCare Hospice Management, Tulsa, OK 74120**

**Nov 2016- Present**

### **Central Human Resource Generalist and Office Manager**

- Recruit, screen, onboard, and train new hires across multi-state locations
- Remote Payroll specialist, responsible for collecting payroll information from multi state sites and entering into the paychecks system. Track and ensure paid time off is processed and maintained correctly
- Organize, audit and maintain contracts for Medical Directors, nursing facilities, and support service companies within the SharePoint software
- Assisting in developing, ordering, organizing, and distributing all marketing material and company collateral and wearables to the multiple sites.
- Collect, process, and maintain AP/ AR Invoices and payments within the Great Plains system.

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**Altus Hospice Care, Sugar Land, TX 77478**

**Sept. 2014 – Nov. 2016**

## **Remote Human Resource Generalist/ Recruiting**

- Created and maintained annual training and records in Relias system for all employees.
- Maintained remote centralized employee personnel files and ensured licensing remained current and compliant with all Hospice state and federal regulatory agencies.
- Managed recruiting and training of new hires.
- Electronically provided and tracked signature Medical Director and facility contracts as needed.

**Preferred Visiting Nurses, Mesquite, TX 75187**

**Feb. 2009 to June 2013**

## **Office Manager**

- Directed over one hundred employees and office staff in their daily functions.
- Ensured quality of staff provided by thorough training and continuous education.
- Maintained relationships with hospice staff in management and all levels.
- Administered finances and planned for the financial stability of the company.
- Managed all bookkeeping activities and oversaw the prompt payment and receipt of all invoices.

**Preferred Medical Staffing, Garland, TX 75043**

**May 2006 to Feb. 2009**

## **Office Manager**

- Managed all bookkeeping operations, including accounts payable, accounts receivable, and payroll.
- Coordinated recruiting, training, and staffing for a continuous care staffing company.
- Directed office staff to ensure the highest quality of staffing provided.
- Ensured all employees met state and federal regulations for the hospice industry.
- Marketed business on a regular basis to ensure positive relationship with customers.

## **EDUCATION**

**Texas A&M University Commerce, Commerce, TX**

Bachelor of Science received December, 2012

Major: Business Administration

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## **Education and Licensure**

**Bachelor of Science Received in Business Administration at University Texas A&M/Commerce 2012**

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## **References**

References available on request