

# Kalynn Douglas

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Determined Human Resources professional focused on developing efficient processes by using my experience in recruitment, healthcare, training and development, and employee engagement. Exceedingly organized, reliable and skilled in interactions with individuals at all levels.

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## Education

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**University of Central Florida** – Orlando, FL, December 2012  
*Bachelor of Science in Health Services Administration*  
*Minor in Health Science*

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## Professional Skills Summary

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- Full-Cycle Recruitment/Talent Retention
- HR Policies and Procedures
- Applicant Tracking Systems (Newton and Workday)
- New Employee Onboarding
- Employee Training and Development
- Workday (Human Resource Information System)

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## Professional Experience

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**Shift 7 Leadership**, Jacksonville, FL (August 2018 – Current)  
*Learning & Development Consultant*

- Partner with organizations and individuals to provide goal-based programs for transitioning leaders, team effectiveness, performance improvement and career development
- Conduct stakeholder interviews-gathering feedback and insights to help companies and colleagues grow and develop
- Responsible for driving the implementation of the company's Learning Management System (LMS)
- Assist with the scheduling and coordination of client coaching sessions and workshops
- Provide administrative support to team by creating presentations, setting up for meetings/workshops and scheduling meetings

**Citi**, Jacksonville, FL (January 2018 – August 2018)  
*HR Program Management Officer*

- Led the process to identify areas of improvement for projects, documenting recommendations and sharing updates within the HR Program and Project Management Community
- Provided internal training on various HR Tools for projects and programs
- Created and maintained user guides and other training documentation for various business processes

- Managed the organization's content management system, SharePoint
- Maintained governance standards across the portfolio, including tracking, monitoring and updating the status of projects and program deliverables
- Administered, managed and enhanced HR Tools for projects, programs and initiatives repository and tracking
- Monitored and managed the Organization's Program/Project Portfolio and provided quarterly status reports to Executive Level Stakeholders

**Availity, Jacksonville, FL (March 2013 – December 2017)**

**Staffing Consultant (September 2015 – December 2017)**

- Responsible for qualifying and screening top tier candidates for all office locations
- Drove process improvement and implemented HR policies and standard work for recruitment function
- Worked closely with hiring managers to develop targeted recruiting strategies in order to recruit top quality candidates
- Assisted in managing the company's Applicant Tracking System (ATS) and served as a source of information to internal customers
- Partnered with Organizational Effectiveness team/Hiring Managers to review role competencies and created interview guides accordingly
- Worked closely with hiring managers to create job requisitions, make organizational changes, and provided general assistance within the Human Resource Information System (HRIS), Workday
- Full cycle recruiting to include sourcing, screening, facilitating interviews, extending & negotiating offers
- Monitored background screening process for all new hires to ensure completion
- Attended job fairs, University visits, and information sessions to expand our brand on college campuses and recruit for both full time and intern level positions
- Developed a constant pipeline of talent within the talent community (external sourcing) so that Availity was positioned to identify qualified talent in advance of need
- Developed and trained HR practitioners who supported recruitment functions

*Projects/Accomplishments*

- Implemented Contingent Worker Policy to help hiring managers make better hiring decisions and manage the contingent workforce more effectively
- Implemented/managed virtual interviewing tool, Spark Hire
- Played key role in implementing the company's new Applicant Tracking System, Workday Recruiting. Focused on manager training, system testing and preparing procedure guides for all business processes

**Learning and Development Support Specialist (February 2014- September 2015)**

- Responsible for all aspects of administration for the internal and external learning management systems (LMS), including course deployment, employee data management, users' training, reporting, administration of learning plans, upload and schedule of courses, and upload of resources
- Coordinated with Human Resources and hiring managers to create and assign training plans to new hires
- Monitored completion of new hire courses
- Administered annual compliance courses and monitored/reported course completion
- Managed learning content for key stakeholders, including external entities
- Collaborated with subject matter experts and trainers to gather information for learning deliverables
- Coordinated all learning events
- Managed webinar administration, such as setting up webinars in WebEx, providing attendance reports, and creating monthly webinar schedules for different departments
- Analyzed and prepared reports on utilization of Availity Learning services, enrollment, and program participation
- Created marketing materials to promote learning deliverables; coordinated with Marketing & Communications department

*Projects/ Accomplishments*

- Successfully implemented a new LMS (Saba)
- Created detailed workflow documents which are used by multiple departments across the organization
- Imported all learning content and users into our LMS for key stakeholders

***HR Administrative Assistant (March 2013 - February 2014)***

- Received all guests and assigned temporary badges in accordance with company security policy
- Coordinated all onboarding activities for new employees
- Worked closely with other Administrative Assistants to ensure that the office functioned smoothly
- Managed OIG checks for all Availity Contractors
- Worked closely with staffing agencies and managers to organize interviews
- Attended local recruitment events with Talent Acquisition team
- Reviewed resumes for Sales and Support positions within the organization
- Sourced and scheduled social media content for various social media sites

***Projects / Accomplishments***

- Coordinated company blood drives throughout the year
- Created reception training manual and effectively trained all newly hired administrative assistants
- Implemented new process to effectively track all OIG checks for the HR Department

**March of Dimes, Orlando, FL (July 2012- December 2012)**

***Intern***

- Responsible for organizing fundraising events and working with vendors to receive donations
- Monitored and collected auction items that were being used for events
- Assisted with the sourcing and interviewing of future interns
- Responsible for the registration, set up and breakdown of charity events
- Produced and distributed foundations flyers for upcoming fundraisers
- Frequently updated foundations database with new contact information that was gathered from events