

# JOAN A. KITCHEN

9112 WEST MIDLAND AVENUE, APT. X-21  
MAYWOOD, NEW JERSEY 07678  
Phone: 201/615-6352  
Email: joankitchen@hotmail.com

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## SUMMARY

- Accomplished human resources administrator seeking a position that can utilize knowledge and skills.
- Extensive experience covering benefit plans, recruiting, training, and personnel development.
- Compelling negotiator with solid oral, written, and public speaking communication skills.
- Practiced computer literacy.

## EXPERIENCE

**Human Resources Administrator** September 1996 to present  
PHILLIPS PHOTOGRAPHIC MATERIALS, INC., WAYNE, NJ  
Fulfill a number of human resource functions for more than 700 employees in the company's corporate facility and eight manufacturing locations. Administer medical, dental, life, and disability plans as well as workmens' compensation. Research and implement new benefit programs and changes. Administer the employment process for temporary and permanent staffing. Advertise job opportunities and facilitate an internal job-posting process. Interview candidates for open positions. Generate written employment offers and contracts. Coordinate background checks and physicals. Conduct new employee orientation, corporate training programs, and the tuition reimbursement plan.

**Benefits Administrator** January 1993 to July 1996  
GENERAL MANUFACTURING, INC.. WHITE PLAINS, NY  
Served as one of a team of ten responding to numerous hotline benefit inquiries resulting daily from the more than 50,000 employees and their families of this major manufacturer and chain retailer. Administered medical, dental, life, disability, 401(k), and pension plans in addition to workman's compensation. Performed monthly audits on newly hired employees as well as COBRA and HIPAA processes. Conducted periodic benefit orientations and enrollment meetings.

**Assistant to the Director of Human Resources** June 1990 to December 1993  
HOWMAN COMPANY, INC., NEW YORK, NY  
Administered medical, dental, COBRA, 401(k) plans, as well as flexible spending accounts. Regularly answered employees' benefit inquiries. Assisted in benefit orientations and drafting of employee contracts. Processed payrolls.

## EDUCATION

<b>Masters in Business Administration in Management</b>	1992
MONTCLAIR STATE UNIVERSITY, UPPER MONTCLAIR, NJ	
<b>Fundamentals of Human Resource Law</b>	1990
<b>Fundamentals of Employee Benefits</b>	1990
<b>COBRA/HIPAA Compliance Systems</b>	1990
<b>Fundamentals of Insurance</b>	1989
<b>Fundamentals of Financial Planning and Investments</b>	1989
NEW YORK UNIVERSITY, NEW YORK, NY	
<b>Bachelor of Arts in Economics, Concentration in Mathematics</b>	1988
BOSTON COLLEGE, BOSTON, MA	

## COMPUTER KNOWLEDGE

Hardware	Operating Systems	Software	
IBM-PC	Windows	Lotus Notes	MS Word
		MS Access	WordPerfect
		MS Excel	

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References available upon request