

Isabel Cuevas

(she/her/hers) ♦ isabelcuevas02@gmail.com ♦ 224.627.1657 ♦ Gurnee, IL 60031 ♦

Relevant HR Experience

John G. Shedd Aquarium - Chicago, IL

HR Assistant

August 2024 - Present

- ♦ Automated the onboarding process through ADP, reducing manual paperwork by 50% and improving new hire experience
- ♦ Create and manage employee requisitions, counseling hiring managers with applicants proposed fit
- ♦ Maintained employee records in ADP with a 99% accuracy rate, reducing data discrepancies and enhancing reporting efficiency
- ♦ Collaborate with the Sr. VP of HR to create and manage a new employee relations tracker amid the new unionization protocols

HR Intern

May 2024 - August 2024

- ♦ Conducted reference requests, background checks, & new hire onboarding
- ♦ HRIS management and liaisons updates and important documents to payroll for 430+ employees
- ♦ Generated detailed HR reports using ADP, enabling leadership to make informed decisions on staffing, budgeting, & performance metrics

University of Illinois Urbana-Champaign - Champaign, IL

Illini Transfer Ambassador

August 2023 - May 2024

- ♦ Revamped Spring 2024 Transfer orientation for 86 students, tailoring information to individual needs and facilitating a seamless transition, leading to improved student engagement and a more positive onboarding experience
- ♦ Streamlined tracking and support for 180+ transfers by developing an Alumni Transfer Database in Microsoft Excel, resulting in improved data management and transfer support

UPA Membership Director

- ♦ Increase membership attendance and engagement by 7% by successfully implementing a new point system, resulting in increased member satisfaction and retention
- ♦ Cross-collaborated with 2 other organizations to host a large event with 195+ tickets sold, leading to increased attendance and revenue boost
- ♦ Recruit prospective members using an intake form and attending informational fairs

Work Experience

Preferred Rate - Libertyville, IL

May 2021 - July 2022

Mortgage Advisor

- ♦ Maintained 100% compliance with data protection regulations by upholding strict confidentiality with NPI, leading to enhanced trust and confidence from members
- ♦ Continuously followed compliance and regulations at the federal, state, and organizational level
- ♦ Utilized CRM software to increase client retention and gain prospective clients

Leadership & Professional Development

University of Illinois Urbana Champaign - Champaign, IL

May 2023 - Present

WIP Treasurer

- ♦ Streamline membership data management for 235+ members on Excel and maintain an organizational budget of \$4,500
- ♦ Empower 6 undergraduates in their academic, professional, and social concerns through a mentorship program
- ♦ Established the organization's EIN, bank account, and business Venmo, enabling smooth financial processes and transactions

Skills

Skills: Proficient in Excel, Outlook, Word, PowerPoint, ADP, Accurate, ApplicantStack, Momentous, Canva, Encompass, and Total Expert

Language: English (Native), Spanish (Intermediate), French (Beginner)

Education

University of Illinois Urbana-Champaign

Aug 2022 - May 2024

BSLAS in Intradisciplinary Psychology & Minor in Spanish

GPA: 4.0/4.0

Honors: *cum laude*, College of LAS Dean's List: Fall 2022 - Spring 2024

College of Lake County

Aug 2020 - May 2021

Associate of Arts in Psychology

GPA: 3.9/4.0