

JENNY DAVILA-BERNAL

Professional Summary

Experienced and bilingual Onboarding/ HR Assistant with a strong background in supporting the full employee lifecycle—from initial candidate outreach to successful integration into the workplace. Proficient in coordinating recruitment activities, organizing interviews, and maintaining applicant records to ensure an efficient hiring process. Skilled in delivering comprehensive new hire orientations, clearly communicating company policies, safety protocols, and workplace expectations. Adept at translating HR documents and procedures for Spanish-speaking employees, promoting inclusivity and eliminating language barriers. Known for providing reliable administrative support and contributing to a well-organized, welcoming, and high-functioning office environment.

Skills & Competencies

- **Languages:** Fluent in Spanish and English
- **Job Related Skills:** Conflict Resolution, Recruitment, Onboarding,
- **Technical Skills:** Microsoft Office Suite Proficiency (Word, Excel, PowerPoint), Google Workspace, HRIS
- **Soft Skills:** Strong communication, Multitasking, Adaptability, Prioritizing
- **Clerical Skills:** Records Management, Scheduling and Event Planning

Experience

HR/Onboarding Assistant - Bilingual Front Desk

Broadway Services, Inc. | Baltimore, MD

April 2024 – June 2025

- Supports the recruitment and onboarding process, ensuring a seamless experience from initial candidate contact through new hire orientation.
- Leads new hire orientation sessions, effectively introducing company policies, procedures, and safety protocols while addressing any employee questions or concerns.
- Provides daily administrative support by organizing and tracking applications, managing departmental correspondence, and scheduling interviews.

- Translates essential company documents and procedures for Spanish-speaking employees, fostering clear communication and bridging language gaps.
- Assists in coordinating general office operations, contributing to a positive, organized, and efficient work environment.
- Maintains accurate employee records and onboarding documentation in compliance with company policies and legal requirements.
- Assists in ad-hoc projects such as research (e.g., compliance, employment laws, HR best practices, etc.)
- Collaborates with hiring managers to ensure a smooth transition for new employees, including equipment setup, training schedules, and first-day readiness.

Customer Service Representative

Transcore Ezpass | Middle River, MD

January 2023 - September 2023

- Handled high-volume inbound calls regarding account inquiries, toll payments, and billing issues with professionalism and clarity.
- Processed payments and maintained accurate account records in compliance with company standards.
- Provided account support, resolved issues efficiently, and ensured a high level of customer satisfaction.
- Educated customers on E-ZPass services and usage policies to improve account management.
- Escalated complex cases as needed and upheld data privacy standards when handling sensitive information.

Fulfillment Specialist

Amazon | Baltimore, MD

October 2021 - June 2022

- Accurately selected and verified items from storage pods to fulfill customer orders, ensuring each product matched order specifications before packaging.
- Conducted quality checks to identify damaged or defective products, helping maintain Amazon's high standards for customer satisfaction.
- Maintained consistent speed and accuracy while meeting performance goals in a fast-paced, high-volume warehouse environment.

- Collaborated with team members and shift leads to support smooth daily operations and timely order fulfillment.

Cashier/Customer Service

Dunkin Donuts | Boston, MA

July 2021 - September 2021

- Processed customer orders and payments quickly and accurately, delivering excellent customer service.
- Managed food organization, inventory, and restocking of necessary supplies.
- Resolved customer concerns and complaints, maintaining a positive store atmosphere and ensuring customer satisfaction.

Education

High School Diploma

Overlea High & Academy of Finance | Rosedale, MD