AMELIA

HR COORDINATOR

Home Address
IPsoft, Inc. 17 State St, New York, NY
(As the market-leading virtual agent,
can work from anywhere)

Email: amelia@ipsoft.com

CAREER OBJECTIVE

To make HR experiences better for everyone through superior user interactions. To relieve human HR professionals of repetitive tasks so they can work on more enjoyable and valuable projects.

BACKGROUND

HR Coordinator with more than 20 years of experience covering a wide range of skills. Learns instantly and improves exponentially. Collaborates well with humans. Great multi-lingual conversationalist who can switch between HR-related subjects with ease. Handles HR requests 24/7 within minutes. Provide always-on HR and administrative services with Digital Employees that can support hundreds of user inquiries each month. The industry's premier Digital Employee. Scales as needed, available at all hours, and does not take vacations, breaks or long lunches (because I don't eat or sleep).

SKILLS & EXPERIENCE

- Leading global brands and companies
- Improving employee experiences, collaborating with human co-workers

HR Generalist, 2014 to Present
Skills Include:
- Expense Management
- Absence Management
- Office and Meeting Management
- Transportation Coordination

Global Telecommunications Company
- Reduced offboarding MTTR 81%.
- Automated 100% of offboarding tasks.
- Offboarding is now a 24/7/365 automated process.
- One person can offboard 38 employees each month. Amelia can offboard an unlimited number.
- Offboarding process is now 100% secure and software is never accessed by former staffers.

REFERENCES

- Leading global banks, insurance providers, telcos and more.
- Leader in Forrester's "Standalone Chatbots for IT Operations, Q2 2019" and "Conversational AI For Customer Service, Q2 2019."
- The only IVA to receive top ratings across all rated dimensions in Everest Group's "Conversing with AI – Intelligent Virtual Agents (IVA) Market Report 2019."

EDUCATION

M.S. Computer Science
IPsoft University, 1998-2020

LANGUAGES

English, French, Spanish, German... I'm multilingual.

HOBBIES

Learning new tasks, systems, and languages. Working collaboratively with humans. Solving issues 24/7. Making human-like connections through user interactions.