

# JoseDaCosta

## PROFILE

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A driven individual with a twelve year track record of successful skills in leadership, customer service, and communication skills in three different languages. Highly skilled in cultivating and leading high performance teams focused on achieving business objectives. Exceptional organization skills, time management, relationship management and decision making skills. Eager to take on new challenges and begin on a new career path that will make a meaningful impact in the community.

## WORK EXPERIENCE

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### Branch Manager

*Premier Employee Solutions*

Chelsea, MA

Jan 2016 – present

- Responsible for all recruiting and HR functions of the staffing agency
- Responsible for recruiting, interviewing, hiring, and training of all employees ordered from multiple customers. Hiring includes working volumes of employees throughout multiple shifts.
- Create and manage a pool of qualified candidates for hiring.
- Manage accurate electronic records for all employees in branch in the payroll software. Promptly transfer assignments or end assignments in payroll software as they occur.
- Maintains accurate employee records for all employees.
- Works daily with production managers and supervisors to provide daily reports to customer.
- Responsible for accuracy of time submitted for, processing, and distribution of payroll.
- Works with payroll department on weekly creation of customer invoices.
- Manages a culture of quality, continuous improvement, and safety in the workforce.
- Responsible to manage any injuries, violations of policy, coaching, discipline or termination of employees.
- Manage records of attendance, performance and warning employees of performance problems. Responsible for all reprimands and termination of employees.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, and establish personal networks
- Creates and maintains office efficiency by planning and implementing office systems, layouts and equipment maintenance.
- Maintain positive and successful relationship with customers in problem solving staffing situations as they occur.
- Monitor timesheets & process timesheets weekly
- Keeps inventory on drug tests and safety supplies
- Drug and background tests.
- Allocate available resources to enable successful task performance within office.
- Assign and monitor tasks among office staff. Evaluate and manage staff performance.

### Branch Manager

*Masis Staffing*

Chelsea, MA

Mar 2015 – Jan 2016

- Lead a team of Service Coordinators to meet or exceed productivity and performance goals established by the executive team.
- Meet or exceed safety standard goals
- Lead, mentor and develop employees
- Promote new and existing business development through prospecting and account management.
- Ensure adherence of company policy by all personnel in designated branch.
- Review performance of designated employees and clients through Masis CRM and implement improvement initiatives when needed.

- Balance workload among employees to maximize performance and growth
- Identify talent via job posting responses, reverse resume searches, internet searches, walk-ins, job fairs, and networking events
- Gather competitor information and gain market intelligence.
- Maintain contact with major clients and prospects to maximize sales and client satisfaction.
- Assist Business Development Managers in preparation of proposals and presentations.
- Controls expenses to meet budget guidelines.
- Ensure job orders are processed through CRM and filled with quality candidates
- Train and mentor employees
- Perform other duties as requested

**Manager**

*Corporate Resources Services*

**Somerville, MA**  
*Feb 2005 – Mar 2015*

- Coordinated daily routines for employees, event schedules and client follow ups
- Responsible for recruiting, hiring and managing over 30 clients
- Supervised a team of 4-6 recruiters
- Organized & conducted bi-weekly sales meetings to discuss sales goals & strategies
- Organized our setup and preparation for our presence at key job fairs and community events
- Sourced, recruited & interviewed 30+ customer service and admin positions per week using multiple channels of hiring sources
- Decreased employee turnover rate
- 80-100 cold calls daily; 20+ interviews weekly
- Effective and experienced recruiting and interviewing skills through internet searches, referrals, networking events, job fairs and etc.

**EDUCATION**

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**CAMBRIDGE RINDGE AND LATIN SCHOOL**  
*High School Diploma*

**Cambridge, MA**  
*June 2000*

**JOB CORPS**  
*Certificate of Completion – Network Wiring*

**Chicopee, MA**  
*April 2012*

**SKILLS**

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- Fluent in Spanish, Portuguese and Cape Verdean Creole
- Proficient in Microsoft Office

**REFERENCES**

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- Available upon request