Delphine Okoro-Sandström

HR Assistant

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SUMMARY

HR assistant with 3 years supporting HR teams in retail and property management, covering personnel files, new-hire paperwork and HRIS data for up to 900 hourly and salaried staff. Answers about 150 employee questions a month through the HR inbox, most within one business day, and led a file cleanup that passed a state audit with no findings.

EXPERIENCE

HR Assistant — Bluegrass Pantry Markets

Louisville, KY · Apr 2023 – Present

- Prepare new-hire packets and complete I-9 checks for 30 to 45 hourly hires a month across 11 stores, with no I-9 errors found in 2 internal reviews.
- Answer about 150 employee questions a month in the shared HR inbox on pay stubs, schedules and leave, replying to 90% within 1 business day.
- Audited 900 personnel files against a 14-item checklist before a state labor inspection, which closed with no findings.
- Enter 70 to 90 status, address and pay changes per pay period in UKG, cross-checking each batch so payroll corrections fell by 60%.
- Built a shared tracker for 25 open store roles, giving 3 recruiters and 11 store managers one view of interview dates.

Office and HR Assistant — Cherokee Park Residential

Louisville, KY · Aug 2021 – Mar 2023

- Scanned and indexed 4 years of paper personnel records for 120 staff, so file requests went from a 2-day search to under 10 minutes.
- Scheduled 200 interviews a year for leasing and maintenance roles and sent every candidate a confirmation with directions within 4 hours.
- Kept a training log for 120 employees and reminded supervisors 30 days before fair housing certificates expired, ending lapsed certificates.
- Ordered uniforms and set up badges for 40 new hires a year, cutting first-day delays to near zero.

SKILLS

HR systems: UKG Pro, BambooHR, Indeed and Workable applicant tracking, Microsoft Excel and Outlook

Core HR support: New-hire paperwork, I-9 and E-Verify, personnel files, HRIS data entry, leave tracking

Recruiting support: Panel interview booking, candidate communication, job posting updates, reference checks

Working style: Confidential records handling, inbox management, checklists and audit preparation

CERTIFICATIONS

aPHR (Associate Professional in Human Resources), HRCI, 2024

EDUCATION

A.A.S. Business Administration, Jefferson Community and Technical College, 2021

Fictional example by FindAJobAI: the person, employers and numbers are invented.