

JANDEL KAMPIZE

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PROFESSIONAL SUMMARY

People operations professional with hands-on experience supporting the employee lifecycle: onboarding, I-9/E-Verify compliance, HRIS updates and employee records (Paylocity), payroll and timekeeping support, and interview scheduling. Approachable first point of contact who handles confidential information with discretion, takes ownership, and spots process gaps and proposes workflow improvements. Certified Scrum Master (PSM I); CPCC HR certificates; SHRM-CP in progress.

CERTIFICATIONS

HR Certificate Series, Central Piedmont Community College (CPCC): Fundamentals of Human Resource Management, Basic Employment Law for HR, Effective Recruitment & Selection, Employee Relations, Benefits Administration

HR coursework covered: onboarding and offboarding, PTO and leave tracking, benefits administration, job descriptions and recruitment, performance management, employee engagement and culture programs

SHRM-CP (in progress; exam expected Dec 2026/Jan 2027) | Professional Scrum Master (PSM I), Scrum.org

HR EXPERIENCE

Ambassador Personnel

Charlotte, NC

Front Desk Coordinator / HR Assistant

May 2021 – April 2022

- Coordinated new-hire onboarding, tracking I-9, E-Verify, and background check completion through start date.
- Updated employee records and payroll data in Paylocity HRIS, supporting timekeeping and tax reporting.
- Served as first point of contact for employee and candidate questions, with discretion on confidential matters.
- Screened candidates, scheduled interviews and orientations, and kept recruiting records organized in SharePoint.

CORE COMPETENCIES

People Operations | Onboarding & Employee Lifecycle Support | HRIS Updates & Employee Records (Paylocity) | Payroll & Timekeeping Support | Recruiting Coordination & Interview Scheduling | Offboarding, PTO & Benefits Administration (Coursework) | Performance Management & Engagement (Coursework) | Confidentiality & Discretion | Process Improvement | Cross-Functional Collaboration | Scrum | Microsoft Office, Google Workspace & SharePoint | AI Tools (ChatGPT, Claude) | Data Entry | Detail-Oriented

ADDITIONAL PROFESSIONAL EXPERIENCE

RXO

Charlotte, NC

Billing Coordinator

September 2025 – March 2026

- Processed 600+ billing transactions daily across 2 client accounts with accuracy under deadline pressure.
- Built and maintained Excel reports to monitor account status and flag discrepancies.
- Served as first point of contact for client inquiries, resolving issues with professionalism and discretion.
- Identified recurring process gaps and proposed workflow improvements to increase efficiency.

Catholic Charities

Charlotte, NC

Case Worker

June 2023 – August 2025

- Maintained detailed, confidential case files across a caseload of 20–50 clients.
- Coordinated across multiple stakeholders and teams to track progress and drive resolution.
- Enrolled 10 children in the Pre-K program through proactive outreach and case coordination.

Le Meridien / Sheraton Hotel

Charlotte, NC

Front Desk Agent

October 2022 – May 2023

- Delivered attentive, professional customer service to guests under time pressure.
- Coordinated real-time communication across departments to resolve guest issues promptly.

Pink Energy

Charlotte, NC

Customer Service Representative

July 2022 – September 2022

- Handled 30–60 calls per shift while maintaining a 70%+ quality score across CRM and billing systems.

EDUCATION

University of North Carolina at Charlotte

Charlotte, NC

Bachelor of Arts, International Studies

August 2025

Central Piedmont Community College (CPCC)

Charlotte, NC

Associate of Arts

2022

LANGUAGES

French (native/bilingual), Swahili (native/bilingual), Spanish (basic)