



CONTACT INFORMATION

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SKILLS

- Problem Solving
- Relationship Building
- Cross Functional Collaboration
- Administering Disciplinary Procedures
- Human Resources Operations
- Employee Feedback and Recognition
- Organizational Development
- Conflict Resolution
- Payroll Management

CERTIFICATION

- OSHA 10 Certified
- Tech-Support Certified
- Real Estate Salesperson's License
- Public Notary
- Food Safety for Carriers Awareness Module

EDUCATION

- The CHUBBS Institute Technical-Support Diploma
- New Jersey City University 3 years of Business Administration.
- ExamFX currently studying for health and life license.
- Bergen County Notary

LANGUAGES

- Bilingual - English/Spanish

MONICA MEZZINA

PERSONAL PROFILE

Results-driven professional with a proven track record in streamlining operations, fostering collaboration, and resolving complex issues. Skilled in cultivating strong relationships with stakeholders to achieve organizational objectives. Proficient in HR operations and finance, with a keen ability to adapt to new challenges and drive business success.

WORK EXPERIENCE

National Sea Logistics Trainer

Kuehne+Nagel, Jersey City NJ | 2022 – 2023

- Analyzed and collected data to track educational trends and participant satisfaction.
- Recommended and implemented training aids to simplify and enhance training process, including eLearning, simulations and role-playing.
- Responsible for providing onboarding training to newly hired employees as well as enhanced education to current employees to everyone up to date on changes in the industry that affect job requirements.
- Post and announce training schedules and keep attendance via Corporate LMS.
- Design training surveys to collect training participants' feedback.
- Attend and participates in departmental meetings and workshops to discuss business process related issues and contributes to the projects as a team member.
- Support RS-MT to plan and schedule training sessions.
- Elevated team productivity and performance using improved training and motivational strategies.

HR/Accounting Coordinator

Megas Yeeros LLC, Lyndhurst NJ | 2014 – 2022

Assisted with the Greek start-up company facilitate opening of USDA plant and entry into the US market. Facilitated managing and onboarding a team of 30 in production, HR, compliance, marketing, and accounting. Key contributions:

- Oversaw financial operations, including accounts payable, accounts receivable, and payroll processing using ADP Run and Paychex systems.
- Established and maintained accounting systems and inventory controls, ensuring accuracy and compliance.
- Managed facilities, lease agreement, and corporate housing, ensuring efficient operations and compliance with regulations.
- Facilitated the hiring process for key positions and maintained employee records, payroll, and legal compliance with regulations.
- Maintained OSHA log and provided safety training for employees in collaboration with Production Manager.
- Implemented probationary period procedures for new hires, ensuring smooth onboarding and performance evaluation.

Customer Service Representative

State Farm, Rutherford NJ | 2013 – 2014

- Establish client relationships and follow up with customers, as needed.
- Provide prompt, accurate, and friendly customer service with inquiries regarding insurance availability, eligibility, coverage, policy changes, transfers, claim submissions, and billing clarification.
- Use a customer-focused, needs-based review process to educate customers about insurance options.
- Answered inbound calls to greet and assist customers with various needs and questions.
- Resolved customer inquiries, complaints and issues providing insightful solutions.

Administrative Specialist/Sales

JP Morgan Chase Bank Corporate Office, Jersey City | 2004 – 2012

- Process monthly expenses reports reflecting supporting documents and budget code indexes.
- Organize the details of special events, travel arrangements, corporate agendas and itineraries.
- Plan and coordinate corporate luncheons and develop presentations for related on and off-site meetings.
- Ensure that all fist time customers that enter the Chase Home Ownership Center receive a homeowner information packet to complete prior to the scheduled meeting with the Advisor.
- Update all data fields to ensure accurate reporting to support capacity planning.
- Ensure voice mail queue is monitored and cleared throughout the day.
- Adherence to corporate communication and Chase Home Ownership Center policies and procedures.
- Complete requires and assigned training by target date.
- Retrieve credit report through Kroll for borrowers to help the modification process.
- Upload borrower personal & critical information SharePoint and Lender Live.
- Prepare daily report for manager to distribute to customer specialist Sales Schedule, coordinate and attend on-site events to gain new business clients.
- Generated new business through presentation of bank products to customers and follow-up Qualify referrals to team members across multiple line of business Identify opportunities for cross-selling of value-added bank products and service.
- Partner with Chase at work Specialist to gain new business.
- Assist Personal Banker and Branch Manager to maintain client relationship.
- Operate a full-service teller window providing effective customer service.
- Prepared month-end sales reports for managers.