

# CHRISTINE ZACHMAN (*FORMERLY: YOUNIE*)

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Seattle, WA 98106

## Human Resources Summary

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- An HR professional, leader and mentor with 5+ years direct human resources experience and 10+ years in various customer service roles ranging from childcare to travel agencies.
- Currently a mentor in the UW HR CoP Mentorship Program and School of Medicine Staff Mentorship Program
- SHRM-CP certified and obtained the UW-POD Human Resources Administration Certificate.

## Work History

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**University of Washington – Seattle, WA (2/2019 to Present)**

**HR Manager, Department of Medicine (1/2021 to Present)**

*(Interim HR Director-Department of Medicine, 3/2022 to 8/2022)*

*(Interim HR Manager-Division of Nephrology & Gastroenterology, 4/2021 to 10/2021)*

- Oversee all position review/re-classifications for the Department of Medicine. Partner and provide expert knowledge to HR Managers and hiring managers to create job descriptions (i.e. changes, updates, minimum reqs met, duties align with job profiles), recruitment strategies and best practices. Develop and implement policies and procedures to streamline the hiring process. Manage and direct the staff annual review process for the Department.
- Troubleshoot Workday issues: create positions, edit positions, time off options, compensation changes, close positions, FTE changes, etc.
- Provide guidance and analysis on all TSI/TPI's and comp changes.
- Manage, monitor and audit Workday reporting for FMLA tracking, record keeping, and required communications for staff taking leave. Create, manage and monitor monthly leave of absence reports sent out to divisions to ensure employees are returned from leave promptly.
- Work in partnership with the HR Director on any performance management issues and layoffs across the Department of Medicine. Advise and council managers on best practices, including but not limited to: employee issues, compliance issues regarding labor & employee relations, creating acceptable corrective action plans and reviewing layoff paperwork.
- Supervise 1.0 FTE

**HR Administrator, Department of Medicine (06/2019 to 1/2021)**

*(Interim HR Manager-Division of Cardiology, 6/2019 to 8/2020)*

- Manage recruitment cycle from conception to hire for staff. Research, analyze data and provide reports related to staff salaries, hiring trends, appointments, etc.
- Design and implement new hire orientation/onboarding program. Create, manage and oversee employee engagement/recognition programs within the Department for staff.
- Develop, manage and update Department's Intranet Human Resources web pages.
- Provide guidance and expertise to Department managers regarding staffing and recruitment, HR Policies, Workday/Payroll system issues and inquiries, leave administration, training, and carrying out HR initiatives, including developing service strategies, processes and programs.

### **HR Coordinator, Department of Medicine (2/2019 to 06/2019)**

- Assist in full scope of recruitments for permanent and temporary staff positions. Assist with the creation of new job descriptions and compensation forms, review and input UWHires requisitions, review resumes, conduct phone screens, develop interview questions, participate in interviews, conduct reference checks, extend job offers and process new hire paperwork.
- Coordinate and manage HR content for department (i.e. rollout of department-wide orientation, department staff recognition programs and UW service awards)
- Assist in all Workday processes and identifying departmental HR needs.
- Participate in Department Central Administration projects, activities, and meetings.

### **Human Resources Intern, Core – Dublin, Ireland (07/2018 to 09/2018)**

- Analyze, create and modify training presentations
- Collect and input employee data into the system to update files
- Assist in creating 360-Feedback program
- Assist in onboarding new employees

### **Clerical Assistant, Central Washington University – Ellensburg, WA (10/2017 to 06/2018)**

- Process, review and verify graduate applications to ensure qualifications are met
- Conduct folder checks for graduation (i.e. grad forms complete, accurate and filled out)
- Manage the Graduate School email to answer/triage any emails
- Assist any students or employees who walked in or called with their questions or concerns
- Execute daily operations (i.e. filing, emailing, scanning, organizing)
- Independently update student employee manual for training
- Create new graduate student guide that contained pertinent information to be a successful graduate student
- Compile data using spreadsheets for reports

### **Assistant Preschool Teacher, Journey School – Lynnwood, WA (10/2015 to 09/2017)**

- Develop and implement curriculum relevant to children's milestones by age; Maintain a tidy and clean classroom consistent with safety and health standards; Organize snack time and nap hours; Encourage children to interact with each other and participate in group activities.

### **Airline Ticketing Agent, Worldmark by Wyndham – Redmond, WA (09/2014 to 09/2015)**

- Independently issue, refund and exchange airline tickets on systems (i.e. IRIS, Mainframe, Apollo); Ensure airline tickets align with the rules and regulations set forth by the airline industry; Collaborate with airlines and clients to resolve ticket issues in a timely manner; Work multi-line phone system; Basic office duties-copies, send out mail, filing, organizing.

### **Travel Counselor, Club Wyndham and Worldmark by Wyndham – Redmond, WA (12/2013 to 09/2014)**

- Partner with owners to create memorable vacations by planning all travel arrangements using internal and external companies; Accurately confirm and record vacation reservations via internal systems (i.e. IRIS, Mainframe, Apollo); Use resources to effectively assist clients with their individual needs and work to provide resolution-based approach to all customer issues; Uphold all company policies and procedures.

### **Reservation Agent, Holland America Cruise Line – Seattle, WA (12/2012 to 11/2013)**

- Manage booking inquiries (i.e. create, modify, cancel, process CC payments), assist guests and travel partners with questions throughout the entire booking cycle; Answer incoming phone calls, develop a friendly rapport, answer questions, make recommendations and lead conversations to bookings; Learn, reference and apply product knowledge information.

**General Office Assistant, Edmonds Community College – Lynnwood, WA (1/2012 to 12/2012)**

- Organize student documents, manage student practice hours, tutor students in Apollo Reservation System; Arrange travel documents for distribution to internal and external clients; and manage daily operations of the office (i.e. filing, mailing, cleaning, organizing)

## **Education**

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**Master of Science:** Administrative Management and Data Analytics

**Central Washington University** - Ellensburg, WA

**Bachelor of Applied Science:** Administrative Management

**Central Washington University** - Ellensburg, WA

Honors: *magna cum laude*

**Transferable-Associate of Applied Science:** Hospitality and Tourism

**Edmonds Community College** - Lynnwood, WA

**Associate of Applied Science:** Hospitality and Tourism

**Edmonds Community College** - Lynnwood, WA

References available upon request