

# KAYLA ALGER

CENTRALIA, WA 98531

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## OBJECTIVE

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To display my knowledge and skills to gain more professional experience.

## SKILLS & ABILITIES

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Customer service

Computer skills

Active listening

Interpersonal skills

Leadership skills

Problem-solving

Time management

Communication skills

Handling Confidential Information

## EXPERIENCE

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04/2021 – Present

### **Human Resource Consultant**

### **Washington State Department of Corrections**

### **Littlerock, WA**

Cedar Creek Corrections Center:

- Provide first-level professional human resource support in multiple HR disciplines to employees, supervisors, and/or managers of Cedar Creek Corrections Center, the Maple Lane facility, and some Headquarters staff
- Interpret and provide clarification of Collective Bargaining Agreement (CBA), Federal Law, Washington Administration Codes (WACs) and Revised Code of Washington (RCWs); DOC, HR and Division/Facility specific personnel policies/procedures; and other pertinent rules, regulations, and policies
- Independently respond to inquiries from employees, managers, and members of the public regarding HR-related situations, identifies issues, evaluates options, and makes recommendations for course action
- Coordinates as appropriate with the DOC recruitment team to identify, plan and conduct recruitments in compliance with DOC policy and procedure while drafting/publishing recruitments onto careers.wa.gov
- Coordinates FML (Family Medical Leave) and Shared Leave in compliance with applicable laws, policies, and CBAs. Recommends approval/denial for Appointing Authority. Ensure required paperwork is completed, reviewed and tracked

- Responsible for inputting and monitoring personnel actions in HRMS to include new hires, pay adjustments, promotions, and date calculations to ensure conformance with Civil Service Rules, personal policies, and procedures. Tracks employees on extended paid leave and leave without pay and process appropriate personnel actions
- Initiate and process paperwork necessary to appoint new hires or separate employees. Prepares appointment letters for appointing authority signature. Ensure required written documents are obtained when employees move within or leave the agency
- Complete HR-related reports
- Comply with records retention and disclosure requirements for HR-related records

10/2015 – 04/2021

**Claim Intake Specialist (Program Coordinator)**  
**Washington State Department of Labor & Industries**  
**Tumwater, WA**

FileFast Call Center:

- Assist injured workers file industrial injury or occupational disease claims via phone in the FileFast Call Center
- Collect needed information such as injured workers' personal information, an explanation of the injury, employer and healthcare provider information and medical reports
- Gather information necessary for Account Managers and Claim Managers for the adjudicating process
- Advise customers of what to expect with claim filing process and explain their rights and responsibilities
- Provide tech support to the injured workers, medical providers, and employers who are using the online filing options
- Participate in new hires and assist with training the new employees and downstream customers

10/2013 – 10/2015

**Office Assistant 3**  
**Washington State Department of Labor & Industries**  
**Tumwater, WA**

Claims Training Unit:

- Assist supervisors and workers' compensation adjudicator staff by performing complex clerical support duties in the Claims Training unit
- Update and manage class attendee information
- Copied and prepared all training course documentation and handouts
- Scheduled guest speakers for classes and unit staff meetings by using MS Outlook

- Complete projects by using the following programs and applications; MS Word, Publisher, and Excel
- Archive lesson plans and handouts for classes after being updated by a trainer/supervisor
- Ordered office supplies through Office Depot, ePlus and Office Pal
- Enrolled L&I employees in required courses through LMS and once the course is completed, give the according individuals credit and attendance for the course

01/2013 – 10/2013

**Office Assistant 3**

**Washington State Department of Labor & Industries**

**Tumwater, WA**

Claims Support Unit 2:

- Answer 60+ calls per day in Support Unit 2 that involves reviewing claim information and providing answers to customers about workers' compensation claims
- Responsible for taking and documenting customers' questions and concerns for response by a Claim Manager
- Process unit mail, which consisted of letters, legal orders, and other claim related documents

09/2012 – 12/2012 (3-month training program)

**Office Assistant 3**

**Washington State Department of Labor & Industries**

**Tumwater, WA**

Electrical Program:

- Assisted the Electrical Program by sorting and filing folders that contained certified and training documentations for individual electricians and electrical companies
- Sorted and filed electrical and Class B permits for record
- Sorted through daily mail and entered return mail date into the system
- Made outgoing calls to electricians to verify addresses and other contact information
- Provided excellent customer service to internal and external customers in person, by phone and email correspondence

04/2010 – 06/2013

**Team Member**

**Arby's**

**Centralia, WA**

- Provided excellent customer service while greeting and taking customer's orders
- Handled cash while working the cashier at the front counter and in the drivethru
- Prepared food items based on orders and neatly bagged items for the customers
- Provided cleaning and maintenance at the store during all work hours such as; sweeping, mopping, cleaning counters and table tops, washing dishes, cleaning the fryer vents, taking out the garbage
- Closed the store at the end of the day with the shift manager once all duties were completed
- Trained other new Team Member employees

#### ADDITIONAL DUTIES

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- FileFast Call Center: Provide in-person and remote training for the Workers' Compensation Adjudicator 2 Apprentices and Office Assistants who job shadow the Claims Intake Specialist staff on FileFast operations
  - Assist as Back-up Lead, as needed, including tracking numbers, communications with the team, and coordinating schedules

#### EDUCATION

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- 2016 – 2017  
Business Administration – Associates in Applied Science  
South Puget Sound Community College  
Olympia, WA  
Completed credits: 41/90
- 2008 – 2012  
W. F. West High School  
Chehalis, WA  
Graduated: Yes

#### REFERENCES

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***Brad Conly***

WA State Department of Corrections  
Current Supervisor  
BCONLY@doc1.wa.gov / O: (360) 359-4110

***Gail Richardson***

WA State Department of Labor & Industries  
Prior Supervisor

RICH235@lni.wa.gov / O: (360) 902-6760

***Tim Davis***

WA State Department of Labor & Industries

Prior Lead

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***Sheila Parker***

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Prior Lead

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***Lindsey Senter***

Arby's – Prior Shift Manager

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***Jinaveve Kruger***

Arby's – Prior Shift Manager

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