

## CASEY RIESING

Milwaukee, Wisconsin  
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## EDUCATION

MA – Spanish  
Marquette University - May 2018

BA - Spanish and History  
Ripon College - 2012

## EXPERIENCE

**Visiting Instructor of Spanish | *Marquette University* | Milwaukee, WI | 08/2021- Present**

**Bilingual HR Specialist | *EmPower HR* | Milwaukee, WI | 05/2018- 08/2021**

- Advocate for the best employee experience while welcoming employees to their new role by facilitating a unique and personalized new hire onboarding from pre-employment screening management through employee start.
- Serve as a trusted employee and client resource for questions regarding pre-employment screening, onboarding, benefits and payroll.
- Collaborate with recruiters and Director to create the best process for seeking new candidates for our team, conduct initial phone screens and onsite interviews.
- Create new hire Onboarding Guides and train new hires joining the team.
- Partner with internal HR team:
  - Complete new hire Onboarding for internal employees.
  - Partner with HR team to escalate issues and find solutions to create the best employee experience.
  - Research state requirements and compliance for pre-employment screenings.
  - Set up and manage accounts with new vendors and manage current vendor relationships.
  - Conduct new hire manager training on day-to-day process and systems training.
- Provide Spanish translation and interpretation for:
  - Day-to-day Employee Questions
  - Onsite Trainings (Benefit Meetings, New Hire Onboarding, New Policy roll outs, Workplace Policy)
  - Client Handbooks and New Policies
  - Benefits Administration
  - Employee Relations Investigations
  - Employee Personnel Documents
  - Exit interviews
- Build trust and confidence within the team by providing day to day guidance and serving as an escalation point for client and employee requests.

- Collaborate with team members to accomplish team projects, create process improvements, draft and develop materials and SOPs accordingly.

**Spanish Language Instructor | *Marquette University* | Milwaukee, WI | 08/2016 – 05/2018**

- Planned and facilitated all lessons independently for beginner to intermediate Spanish classes, making language learning effective and meaningful to students.
- Prepared and delivered lectures on topics related to second language acquisition to undergraduate and graduate students.
- Tracked individual student progress throughout the semester, completed all written evaluations and formative and summative assessments.
- Collaborated with colleagues to address teaching methods and implement new classroom methods based on second language acquisition research.
- Researched and presented at Central States Conference in 2018 on “Educational Effectiveness of a Flipped Spanish Course”.

**Service Team Lead | *EmPower HR* | Milwaukee, WI | 09/2015 – 08/2016**

- Supervised all aspects of payroll, HR administration, and client and employee interactions within the service delivery team.
- Enhanced client relationships through sound issue resolution and facilitated effective communication between various internal resources.
- Provided direction and guidance in monthly reviews to drive employee development, engagement, and fulfillment.
- Continuously strived to guarantee a detailed and driven focus on client and client employee service while pro-actively identifying needs to build trust within my team and lasting client loyalties.

**Payroll Administrator | *EmPower HR* | Milwaukee, WI | 10/2014 - 08/2015**

- Managed workflow to ensure payroll was processed accurately, timely and compliantly using PRISM software for payrolls ranging from 5-200 employees for 30+ clients.
- Audited and reconciled a wide range of personnel action forms and payroll documents.
- Provided payroll expertise to clients and employees in the area of pay, benefits and taxes.
- Dedicated my excitement for learning new payroll concepts to training new employees and became a point of contact to share resources in order to achieve our collective goals.