

Shamoya Rodriques

Aspiring Human Resources Professional



I completed my six-week internship experience at Comfort Keepers with Ms. Neeta and her team of Human Resources Professionals. I spent most of my time with the HR team and learned various processes and paperwork that are affiliated with HR. I learned how to post jobs and how to scan the applications when they first come in. I learned of various tools that can be used for posting a position along with various sites that we can post the open positions. I observed many telephone and in person interviews to understand what recruiters/hiring managers are looking for in a candidate. I

attended a full day orientation and saw the interaction and the information that is needed for all new hires to get on-boarded.

I worked closely with Ms Kathryn Murphy, owner of Jacksonville Comfort Keepers. I listened to phone calls that came through the office and made notes for Ms Kathryn. I also listened to conference calls with her and learned about the company and the amazing work they are doing there.

I was taught why policies and procedures are written and why they are important. I took part in conducting reference checks for new hires. I was also taught how to conduct background checks and how to read them. I worked with the scheduler to see how the process works once new hires come in and are on-boarded and scheduled for shifts. I took part in analytics and phone skills tutorials. I also did some research and quality control coding for the phone conversations.

I learned how to put together an employee personnel file. What does I-9 form mean and how to complete a W-4 form. I took an online course for HR 101 and customer phone skills. I also took some additional courses on HIV laws and HIPPA laws in the state of Florida.

On the client side, I helped with various projects, such as, purging the client plan of cares that were no longer needed and going through software systems to identify the reassessments that were coming due. I also learned what a service plan agreement is and entered them into the system.

My experience at Comfort Keepers was truly amazing. I am so thankful to all the staff that blended me in and helped me through this experience. As a result of my experience, I know that Human Resources is the career field that I will continue to pursue. I appreciate this opportunity and I truly thank the AnnieRuth Foundation for selecting me as a 2018 Award Recipient!!