

LISA KAZEMPOUR

HR OPERATIONS & HRIS ADMINISTRATOR · MULTI-STATE PEO

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Open to remote roles and in-office opportunities within 10 miles of ZIP code 85375.

PROFESSIONAL SUMMARY

HR operations professional with 5+ years running core HR functions across the employee lifecycle inside nationally ranked, multi-state PEOs. Hands-on across onboarding and offboarding, employee records and file management, HRIS data quality and audits, multi-state handbook and policy compliance, and employee issue resolution with thorough documentation. Supported approximately 32,000 worksite employees across all 50 states, producing 150+ multi-state handbooks annually and serving as a reliable first point of contact for employee and client HR questions. A detail-driven, service-oriented contributor with strong written communication for remote collaboration, who learns new systems quickly and follows complex work through to resolution.

CORE COMPETENCIES

Employee Lifecycle Operations • Onboarding & Offboarding • Employee Records & File Management • HRIS Data Quality & Audits • Multi-State Compliance & Handbook Updates • HR Policy Documentation • Employee Issue Resolution & Documentation • Open-Enrollment & Benefits Support • HR Reporting

PROFESSIONAL EXPERIENCE

HR Systems Consultant — Independent HR Technology Project

Sep 2025 – Present

Remote

- Design HR operations workflows for a multi-state HR software environment — onboarding, employee records, payroll and tax logic, and compliance documentation spanning all 50 states.
- Translate hands-on PEO and HR operations experience into structured, auditable process documentation, system requirements, and compliance workflows.

PrestigePEO

Nov 2022 – Sep 2025

Human Resources Administrator — Remote

- Ran day-to-day HR operations across the employee lifecycle for a nationally ranked PEO (13 of 500+ nationwide; ESAC-accredited, IRS-certified CPEO) supporting approximately 32,000 worksite employees across all 50 states.
- Managed onboarding, offboarding, employee documentation, background checks, E-Verify, I-9 review, and personnel-file maintenance across a multi-client environment.
- Served as a first point of contact for employee and client HR inquiries — including onboarding, records, and open-enrollment and benefits questions — resolving issues and documenting matters with consistent standards.
- Developed and customized 3–5 multi-state employee handbooks weekly (150+ annually), maintaining multi-state policy and compliance updates for HR Business Partner review and client delivery.
- Maintained HRIS data quality in PrismHR and conducted personnel-file and I-9 audits, identifying and resolving discrepancies; administered the TrainingToday (BLR) LMS and produced completion and operational reports.

PrestigePEO

Mar 2022 – Nov 2022

Operations Analyst — Remote

- Coordinated employee and client change requests, onboarding troubleshooting, training requests, and operational reporting with accurate records and timely follow-through.
- Processed annual compliance-training requests and produced completion reports for HR client services and client stakeholders.

PathGoal Employer Services

Jan 2022 – Mar 2022

Office Administrator — Remote

- Managed HR-service ticket queues in Freshworks, routing and resolving employee and client issues during the company's transition and acquisition by PrestigePEO.
- Coordinated onboarding, HR Business Partner requests, employee documentation, and leave tracking.

Kforce — PathGoal Employer Services

Sep 2021 – Jan 2022

HR Coordinator (Contract) — Remote

- Coordinated onboarding, HR Business Partner requests, employee documentation, and leave tracking.

Kforce — Titan Technologies / Florida DEO

Jun 2020 – Jun 2021

Reemployment Assistance Claims Support Agent (Contract) — Remote

- Reviewed claimant documentation, corrected data discrepancies, updated claim records, and escalated complex cases for a state government program while safeguarding sensitive information.

Securus Technologies

Nov 2012 – Jun 2014

HR Coordinator — Dallas, TX

- Administered post-recruiting onboarding — new-hire paperwork, background checks, E-Verify, personnel records, and HR system updates in ADP Workforce Now and Taleo.
- Wrote, edited, and distributed the company HR newsletter following HR Manager review.

ADDITIONAL EXPERIENCE

Administrative Assistant, Ameri-Tech Community Management — Clearwater, FL Aug 2018 – Dec 2019**Administrative Assistant, Condominium Associates** — Clearwater, FL Nov 2017 – Jul 2018**Assistant Property Manager, BGS Properties** — Dyersburg, TN Aug 2015 – Mar 2017**Sales Support Specialist, Securus Technologies** — Dallas, TX Jun 2014 – Jan 2015**Education Coordinator, HCA Shared Services / Parallon** — Irving, TX Apr 2010 – Oct 2011

Earlier healthcare operations background includes medical staff credentialing, health information management, and Excel-based quality-data analytics with hospital and healthcare organizations in Texas and Tennessee.

EDUCATION & PROFESSIONAL DEVELOPMENT

Dyersburg State Community College — Coursework in General Studies and Computer Science**HCA Train-the-Trainer** — Internal Certification Program

Actively pursuing SHRM-CP or HRCI (aPHR/PHR) certification to formalize 5+ years of HR and HRIS experience.

SYSTEMS & TECHNOLOGY

HR / HRIS Platforms: PrismHR, ADP Workforce Now, Taleo (Onboarding, Perform)**Learning Management:** TrainingToday (BLR), HealthStream, SkillSoft**Business Applications:** Freshworks, DocLink, Adobe Acrobat, Microsoft Teams, SharePoint**Microsoft Office:** Word, Outlook, PowerPoint; Excel (PivotTables, VLOOKUP/XLOOKUP, IF formulas, Conditional Formatting, Data Validation, Charts)