

ABLAVI EPOU

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PROFESSIONAL SUMMARY

Thorough Professional offering excellent problem solving, critical thinking and analytical skills. Identified by strong performance with more than six years of experience thriving in diverse and fast paced environment. Self-directed and proactive with demonstrated track record of success.

SKILLS

- Strong Research skills
- MS Office
- Detail-oriented
- Resourceful
- Fluent in French
- Excellent communication skills
- Problem Solving
- Service-oriented
- Highly organized
- Writing and editing
- Document management
- Excellent interpersonal skills

WORK HISTORY

06/2015 to Current **Human Resources Specialist 1**

University of Minnesota Office of Human Resources – Minneapolis, MN

- Successfully managed the Federal Community Service Program by providing relevant information to over fifty clients; approving yearly contracts; reviewing invoices for reimbursement
- Provided consultation to perspective and current students with limited employment history on techniques to establishing work records
- Worked in conjunction with internal offices and administrative departments in research and interpretation of appointments, benefits, terms and conditions of employment for graduate assistants
- Resolved issues by analyzing and interpreting data found in PeopleSoft, FileMaker Pro and other available databases
- Maintained and organized necessary data in FileMaker Pro and Email Folders.

02/2014 to 05/2015 **Office Assistant**

University of Minnesota Office of Human Resources – Minneapolis, MN

- Assisted all U of M international employees (students and professionals) with I-9 paper works Reviewed each employee's passport, visa, I-94 etc. for proper documentations
- Re-Verified and completed employees I-9 in order to maintain legal compliance with Homeland Security, State and University regulations
- Provided foreign employees with accurate information to help facilitate I-9 eligibility process
- Managed all other Human Resources sub-divisions tasks by distributing incoming and outgoing mails, returning emails, phones calls and other administrative duties as needed.

08/2013 to 01/2014 **Bankruptcy Processor**

US Bank Corp via Robert Half Legal – Minneapolis, MN

- Reviewed Chapter 13 and 7 plans and schedules; updated bankruptcy system (Access, ALS/AMZM comments).
- Analyzed accounts for delinquency, SCRA reports; prepared and sent necessary referrals (Motion for Relief, Objection, Proof of Claim, Reaffirmation Agreements); request escrow statements to approved attorneys for filing with court.
- Communicated between client trustees and attorneys: proofread and double check drafts of referrals; manage emails; monitor Aacer for notices filed; returned client phone calls; filed daily notice of mortgage payment changes.
- Prioritized daily reports to meet critical deadlines and assisted team in other duties as assigned by manager.

02/2013 to 06/2013 **Refugee and Immigrant Program Intern**

The Advocates for Human Rights – Minneapolis, MN

- Answered and responded to phone inquiries from clients
- Asked questions and analyzed respond to determine the nature of client needs or eligibility

- for legal services
- Provided referrals to clients, conducted short intake interviews in French or English
- Researched human rights conditions in countries from which clients are seeking asylum
- Observed interviews and assisted attorneys by site interpreting for French- or Mina-speaking (Togolese) clients
- Wrote summaries relating to client cases, translated documents and affidavits from French to English and vice versa.

LANGUAGES

Proficient in speaking, reading, writing in French, English; Proficiency in speaking Mina

EDUCATION

2013

Bachelor of Arts: Global Studies, Political Science and French

University of Minnesota - Minneapolis, MN

Coursework in International Public Law, French Language and Culture at the American Graduate School of International Relations and Diplomacy, Paris, France (Study Abroad) - September-December 2011

VOLUNTEER

Volunteer at the Advocates for Human Rights - June 2013-Ongoing

Student Mentor at the ISSS International Buddy Program - September 2012- May 2013

Mentor at Bridges to Success/Saint Paul Public Schools - September 2009-June 2010

Assistant French Teacher at the Alliance Française - June-August 2008 & 2009