Karen D. Mascarenas

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CLEARANCE: Public Trust – Active
U.S. Office of Personnel Management

EDUCATION

Bachelor of Criminal Justice
New Mexico State University
Las Cruces, NM

WORK HISTORY

Christus St. Vincent Hospital HR Operations Coordinator **April 2024 – March 2026**

Responsible for providing professional and administrative services in support of the Hospital's HR Operations Team. Assists with data entry and other clerical and/or administrative functions.

- Assist with data entry related to updating On-Boarding personnel files: new hires, I-9's, combined leave banks, name changes, address changes, tax forms, credentials, education and terminations.
- Interpreted, complied, and adhered to CSV policies and/or procedures
- Maintains records and prepares reports regarding associate relations activities to include corrective action logs and investigatory logs.
- Assists in gathering information for legal requests, file audits, regulatory compliance and other reports and/or document requests as assigned.
- Assists in gathering appropriate documentation for unemployment claims as assigned.
- Responds to unemployment claims.
- Gathers necessary documents, coordinates witness interviews and appeal hearings and testifies in hearings.
- Maintains a tracking mechanism for unemployment claims.
- Maintains continual awareness of state and federal laws and regulations related to human resources and appropriate Human Resources concerns.
- Demonstrates effective communication and human relations skills which promote harmony and teamwork.
- Maintains a high level of confidentiality.
- Presents behaviors and actions that maintain the hospital's credibility, integrity and positive image
- Demonstrates behaviors and actions that support the mission, goals, and operations of the hospital and which contribute to continuous service improvement.
- Assists Human Resources with projects, innovation and exploration, which may include collective bargaining agreement(s).

Christus St. Vincent Hospital Associate Relations Coordinator February 2022 – April 2024

Responsible for providing professional and administrative services in support of the Hospital's Associate Relations function. Served as a primary point of coordination for hospital personnel on a range of employee relations, policy, contract interpretation and procedural issues.

- Assisted in developing and maintaining tracking mechanism for all Associate Relations complaints received in HR. Tracked all corrective actions and/or relevant documentation.
- Provided various administrative support duties to include scheduling meetings and responding to inquiries related to associate relations.
- Coordinated, scheduled, and facilitated meetings, prepared agendas, note-taking, and coordinated follow-up activities resulted from the meetings.
- Participated in meetings for notetaking and/or witness function.
- Gathered necessary documents, coordinates witness interviews and/or appeal hearings and testified in hearings.
- Maintained a tracking mechanism for unemployment claims. Responded to Unemployment claims.
- Assisted with investigations as appropriate and necessary.
- Developed record-keeping for corrective actions and unemployment claims.
- Interpreted, complied and adhered to CSV policies and/or procedures.
- Maintained records and prepared reports regarding associate relations activities.
- Researched information and analyzed data to arrive at valid conclusions, recommendations, and plans of action.
- Exercised judgment and discretion in establishing and maintaining good working relationships.
- Maintained a high level of confidentiality.
- Assisted with Labor Relations/Union activities as needed.
- Interpreted the collective bargaining agreement(s) and communicated accurately with directors/managers to ensure knowledge of employment needs.

Christus St. Vincent Hospital Human Resources Assistant I September 2021 –February 2022

Responsible for all HR front desk reception duties. Greeted employees and visitors. Responded to incoming telephone calls and transferred calls to appropriate HR associates. Provided clerical support to Human Resources.

- Assisted with basic correspondence.
- Provided job information to applicants.
- Exhibited positive customer relations and respect for customer needs
- Assisted applicants as needed with electronic application process or directs applicants to appropriate recruitment staff.
- Re-stocked HR forms as needed and ensured that all forms were complete when submitted.
- Received, sorted, and accurately distributed department mail on daily basis.
- Ensured confidentiality and integrity of employee records.
- Produced Hospital official and secondary badges and entered relevant information to provide associates with access to secured areas
- Developed instruction manual for creating Hospital official and secondary badges.
- Assisted with special projects as assigned.

SANTA FE POLICE Crime Scene Technician II **July 1998 – December 2020**

Responsible for processing crime scenes for purposes of identifying and collecting relevant evidence for use in criminal prosecution, utilizing photography, and/or assorted physical and chemical analysis.

- Typed detailed reports documenting relevant information.
- Testified in criminal proceedings.
- Interviewed suspect(s), victim(s) and witness (es) in the course of various types of Investigations and/or Crime Scenes processing.
- Operated computers.
- Conducted specialized tests and evaluate critical situations.
- Communicated effectively both orally and in writing.
- Established and maintain working relationships with associates and the public.
- Operated a motor vehicle, digital camera, and various types of specialized equipment and chemicals in relation to processing crime scenes.
- Performed work inside and outdoors, sometimes under inclement weather conditions and in confined spaces. Exposed to loud noises, gasses, fumes, chemicals, body fluids, acids and contaminated areas. Worked irregular hours, nights, weekends, holidays, and on-call duty.
- Instructed, guided, and assisted newly-hired Crime Scene Technicians and Cadets
- Prepared content, coordinated and presented live classroom training for recruits, colleagues, and other law enforcement agencies
- Coordinated and assisted with recruitment of Crime Scene Technicians
- Observed and evaluated results and overall effectiveness of training program(s)
- Assisted with development of Crime Scene Standard Operating procedures utilizing job analysis techniques
- Maintain a high level of integrity and confidentiality

SANTA FE POLICE Crime Scene Technician I **August 1992 – June 1998**

Responsible for processing crime scenes for purposes of identifying and collecting relevant evidence for use in criminal prosecution, utilizing photography, and/or assorted physical and chemical analysis.

- Typed detailed reports documenting relevant information.
- Testified in criminal proceedings.
- Interviewed suspect(s), victim(s) and witness (es) in the course of various types of Investigations and/or Crime Scene processing.
- Operated computers.
- Conducted specialized tests and evaluate critical situations.
- Communicated effectively both orally and in writing.
- Established and maintain working relationships with associates and the public.
- Operated a motor vehicle, digital camera, and various types of specialized equipment and chemicals in relation to processing crime scenes.
- Assisted with instructing and/or guiding newly-hired Crime Scene Technicians
- Performed work inside and outdoors, sometimes under inclement weather conditions and in confined spaces. Exposed to loud noises, gasses, fumes, chemicals, body fluids, acids and contaminated areas. Worked irregular hours, nights, weekends, holidays, and on-call duty.
- Maintain a high level of integrity and confidentiality.

Dillard's Customer Service Associate (part-time) **September 1995 - October 2005**

- Greeting customers as they entered the store.
- Exhibited positive customer relations.
- Answered customer service desk phone calls and transferred calls appropriately.
- Responded to customer's questions and comments.
- Handled three (3) assigned cash registers and cash vault.
- Maintained three (3) cash drawers, including cash handling and balancing before and after shift to ensure accuracy.
- Utilized a scanner and register to ring up items.
- Processed cash, checks and credit card payments.
- Handled inquiries from customer's accounts.
- Accurately made change for inter-departmental associate's cash registers.
- Responsible for collecting and securing money bags in store vault at end of night.
- Responsible for gift-wrapping customer's gifts.
- Responsible for mailing out store packages.
- Handled general administrative duties such as filing, photocopying and opening mail.

Activities

- **Volunteer work as Santa Fe Police Officer's Association-Union Civilian Representative 2000-2008**
    1. **Represented union members in Internal Affairs and/or Administrative Hearings**
    2. **Prepared and submitted Tentative Agreements for Collective Bargaining Agreement with Union/Management Negotiations with City of Santa Fe**
- **Volunteer work as Santa Fe Police Officer's Union Secretary 2010-2020**
    1. **Maintained SFPOA Union Files**
    2. **Recorded SFPOA Union Meetings, Internal Affairs and Administrative Hearings**
    3. **Represented union members in Internal Affairs and/or Administrative Hearings**
    4. **Prepared SFPOA Union Correspondence**
    5. **Prepared and submitted Tentative Agreements for Collective Bargaining Agreement with Union/Management Negotiations with City of Santa Fe which became contractual law.**
    6. **Served as Lead Negotiator for SFPOA Union (December 2010-June 2011)**
    7. **Served as Chair of Safety and Welfare Committee as well as Chair of SFPOA Bylaws Committee.**
    8. **Coordinated and assisted with Fundraising for SFPOA.**

SKILLS

- Attention to detail
- Bilingual (conversation Spanish/English)
- Maintains confidentiality
- Microsoft Office
- Trouble-shooting
- Strong Decision making skills
- Ability to work well with others, self-motivator, and team player
- Excellent oral and written communication and interpersonal skills
- Strong Work Ethic
- Professionalism and ability to work under stress