

# Shannon M. Grice

● Effingham, SC 29541 ● 843-617-8502 ● [shannongrice1@sc.rr.com](mailto:shannongrice1@sc.rr.com) ●  
[www.linkedin.com/in/shannongricerecruiter](http://www.linkedin.com/in/shannongricerecruiter) ●

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*Dynamic and results-oriented recruiter with 10 years of diverse recruiting experience, adept at sourcing quality talent, building strong candidate relationships, and driving innovative hiring strategies to meet organizational goals, seeking to leverage expertise for the success of the company.*

## Recruiting Categories Summary

- Technical Recruiting: Quality Control Technicians, Database Administrators, Enterprise Architects, Java Developers, System Analysts, Business Analysts, System Software Developers, Help Desk Technicians, Electrical Engineers, Telecommunications Engineers, Network Engineers, Oracle DBA's, SAP Consultants, SharePoint Administrators, and various other technical positions
- Healthcare Recruiting: Case Managers, Mental Health Specialists, RN's, Nurse Managers, Physical Therapists, Occupational Therapists, Sociologists, and Speech Language Pathologists
- Financial Recruiting: Accountants and Tax Specialists
- Loan Officer Recruiting: Multiple States
- Manufacturing Recruiting: Crane Operators, Forklift drivers, Furnace Maintenance, Quality Control, Saw Operators, Powder Processors, Production Assemblers, Machine Operators
- Marketing Recruiting: Brand Ambassadors, Marketing Managers, SEO Analysts, and Social Media Marketing Assistants
- Merchandiser Recruiting: Hourly Stockers of various consumer goods.
- Sales Recruiting: Retail Sales, Inside, Outside, commission-only financial sales candidates, Insurance Sales Reps
- Hospitality Recruiting: Cashiers, Cooks, Restaurant Managers, Restaurant Sales Reps
- Transportation Recruiting: NEMT Transportation, Class A CDL Drivers, valet drivers
- Legal Recruiting: Attorneys and Medicaid Specialists
- Skilled Trades Recruiting: Brick Masons, Electricians, Plumbers, CNC Machinists, Welders

## Professional Technology Summary

Software: Microsoft Word, Microsoft PowerPoint, Excel, Lotus Notes, ATS (Applicant tracking Systems to include: Avature, Taleo, ICIMS, and Zoho Recruit, Multiple Online Resume Databases, and LinkedIn)  
Typing Capability (80 wpm)

## Professional Work Experience

Freelance Recruiter: September 2024-Present

Completed searches for Financial Advisor, Full Stack Developer, Marketing Assistant, and Public Relations roles, utilized multiple resume databases

Manpower Group Solutions(contract work)

- RPO Recruiter June 2014-May 2024

Performed remote sourcing and recruiting services for various clients and companies, utilizing proven resume search systems and techniques. Completed recruiting assignments for multiple job categories, according to clients given specifications. Documented a daily log of applicants' statuses via various ATS and Excel Spreadsheets. Worked on various recruiting projects via 3rd Party Staffing agencies and clients directly. Worked one-one one with account and staffing managers directly to obtain required hiring goals. Full-Cycle Recruiting Experienced. Worked on projects for ATI Materials, Citizens Bank, Baker & Taylor, Comcast, LG, Modivcare, and South West Key Programs.

JP Morgan Chase (Olsten Staffing)-Florence, SC

- Loan-Mortgage Specialist (February 2012-July 2012 Company Closed)

Performed various routine modifications on mortgage loans in a production-oriented environment to ensure that company compliance rules and regulations were executed in an efficient and timely manner: made calculations to customer monthly FHA payments. Updated mortgage holder records with any new information collected pertaining to customer accounts. Verified all customer escrow or non-escrow account information. Reviewed and processed between 200-260 mortgage holder accounts daily.

Assurant Specialty Property– Florence, SC

- Hazard Insurance /Call-Center (November 2006 to February 2011)

Utilized the call to borrower database for various mortgage companies and made outbound calls to homeowners regarding necessary required agent or insurance carrier contact information according to a business call script. Also made outbound calls to agents and insurance companies for various insurance data. Processed an average of 88 loans daily to stay in compliance with client guidelines.

Received inbound calls from homeowners, agents, and insurance company representatives in a high call center environment; maintained and updated insured accounts according to client specifications

Answered various homeowner inquiries concerning all their insurance needs. Escalated foreign language call-ins to appropriate department for resolution. Also assisted customer care employees with questions pertaining to homeowner accounts.

## Education

Florence Darlington Technical College – Florence, SC, (2003 – 2006)

Medical Coding Certificate - Graduated

Medical Transcription Certificate - Graduated

Office Systems Technology Courses Completed

Dillon High School – Dillon, SC, (1999 – 2002)

Diploma Earned

Recommendations and References Available upon Request