

JOHN DOE, MBA, PHR

123 Main Street | City, State 11111
email@email.com | 555-555-5555

HUMAN RESOURCES DIRECTOR

Summary: Highly knowledgeable and progress-driven HR Specialist with more than 10 years of experience in talent acquisition, needs assessment, risk management, and budget administration. Proven abilities in hiring/recruiting, interviewing, benefits administration, and policy and procedure implementation. Demonstrated talents integrating and aligning corporate objectives with individual goals and aspirations. Outstanding success enhancing employee relations/morale, reducing operating costs, and increasing productivity through effective staff training. Consistent top performer and valued contributor to management teams with strong program development abilities. *Expertise includes:*

Performance Evaluation ▫ Leadership & Teambuilding ▫ Process Improvement ▫ Employment Law
Regulatory Compliance ▫ Change Management ▫ Strategic Planning ▫ Recordkeeping ▫ Payroll Preparation
Organizational Development ▫ HRIS ▫ Risk Management ▫ Applicant Screening

Technology proficiencies: ADP, SAP, Kronos, Quicken, AS400, Lotus Notes, Microsoft Office Suite

EXPERIENCE

ABC Company | City, State 2008 to Present
Director of HR and Risk Management

Enlisted to supply expertise in employment law and to bring HR policies up to date for company providing residential services for mentally disabled adults with 325 employees working in 5 regions throughout State. Report directly to President and supervise Training Coordinator responsible for conducting orientation and training classes in CPR and crisis prevention. Work closely with department managers, delivering opinions on legality and viability of proposed initiatives. Develop policies, handle work-related injury matters including investigating accidents involving company vehicles, and represent company in unemployment proceedings (99% success rate).

- Spearheaded complete revision of employee handbook and HR policies to guarantee company adherence to all necessary employment laws/regulations.
- Instituted metrics to track and measure company performance regarding turnover, employment applications, and affirmative action compliance.
- Developed and implemented progressive disciplinary procedures to bring consistency to disciplinary system throughout all regions.
- Established comprehensive training program for supervisory personnel.

ABC Company | City, State 2005 to 2008
HR Information Specialist

Processed benefits enrollments, additions, changes, and drops for leading medical center and university with more than 30K employees. Fielded questions from employees regarding benefits and company policies in call center environment.

ABC Company | City, State 2002 to 2005
Director of HR

Presided over day-to-day HR functions for independent and assisted living retirement community with 165 employees. Challenged to serve as company's first dedicated HR professional and transition department from administrative role to true business partner. Directed hiring/recruiting, onboarding, training and development,

and employee relations. Administered benefits and compensation, processed payroll, and developed policies and procedures to ensure compliance with employment laws.

- Significantly reduced expenses by bringing benefits administration and payroll processing responsibilities in-house.
- Cut turnover 20% by improving recruiting and hiring practices and enhancing staff relations.
- Created, wrote, and published quarterly employee newsletter.
- Converted vacation/sick time system to PTO system and took company from subscriber to non-subscriber status for workers' compensation.

ABC Company | City, State

2000 to 2002

HR Coordinator

Originally hired to process payroll and accounts payable for retirement community offering independent and assisted living components with 145 local staff (22.5K national employees). Established HR department and served as adviser for sister facility regarding HR matters. Held full responsibility for hiring/recruiting, staff training and orientation, and benefits and compensation administration. Conducted staff meetings and wrote/published employee newsletter on monthly basis.

- Developed comprehensive recruiting program and instituted policies that reduced turnover by 60%.

*Additional experience as **Office Manager** for ABC Company, City, State*

EDUCATION & PROFESSIONAL DEVELOPMENT

MBA, State University, City, State

BBA in HR Management and Organizational Development, State University, City, State

Member, Society for Human Resource Management (SHRM)

Professional in Human Resources (PHR)

Attended HR Conference sponsored by City HR Association (2008, 2010, 2011)