

John Doe, MBA, PHR

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City, State 11111

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Summary of Qualifications

- 10+ years as a Human Resources generalist
- Extensive experience in payroll and benefits administration
- Strong written and verbal communications skills
- Take-charge person, excellent ability to multi-task, detail-oriented
- Experience training management and staff
- Extensive experience in managerial responsibilities and supervision
- Ability to get along well with diverse workforce elements
- Extensive investigative experience
- Professional of Human Resources (PHR) certification
- Strong computer skills
- Experience with risk management responsibilities

Employment History

Director of Human Resources & Risk Management **ABC Company, City, State**
December 2008-Present

- Overall responsibility for Human Resources and Risk Management functions at a company providing residential care and services for mentally retarded adults in 3 regions
- Benefits administration and open enrollment
- Instituted management training program
- Revised and updated employee manual and policies and procedures
- Standardized processes and procedures between 3 regions
- Receive and investigate employee complaints

HR Specialist **ABC Company, City, State** March 2005-September 2008

- Assist employees with benefits and other HR/ABC Company related questions, process benefits enrollments with vendors, advise employees regarding policies and procedures, process information changes and terminations

Director of Human Resources **ABC Company, City, State** 2002-2005

- Responsible for employee relations, recruiting, orientation, benefits administration, compensation, policies and procedures, and training and development
- Converted vacation/sick time to a Paid Time Off system
- Recruited nurses and other professionals through various methods
- Brought benefits administration in-house
- Brought payroll in-house and oversaw for 165 employees
- Reduced turnover by 20%
- Wrote and published quarterly employee newsletter

Human Resources Coordinator **ABC Company, City, State** 2000-2002

- Responsible for employee relations, recruiting, orientation, benefits administration, compensation, and payroll
- Formed Human Resources department
- Reduced turnover by 60%
- Set up comprehensive recruiting program
- Responsible for payroll of 145 employees
- Wrote and published monthly employee newsletter
- Conducted monthly staff meetings

Office Manager **ABC Company, City, State** 1998-2000

- Responsible for financial reports, inventory control, cash reconciliation, payroll, relief supervisor

Relevant Skills

Management Skills

- Developed and presented in-house management skills seminar
- Supervised as many as 20 employees
- History of advancement in every position held when possible
- Started and maintained employee newsletter
- Conducted general staff meetings
- Have worked in accounts payable and payroll

Human Resource Management

- Extensive employee relations experience
- Completely revamped Human Resource department for two facilities
- Formulated and implemented policies and procedures
- Administered benefits packages
- Performed recruiting, interviewing, hiring, and onboarding of new employees
- Instituted programs to decrease turnover by over 60%
- Employee recognition, activities programs, career ladders program

Computer Skills

- Hardware: IBM PC, AS-400
- Software: Proficient with ADP; SAP R/3; Kronos; Lotus Notes; Windows XP and 7; Internet Explorer and Netscape Communicator; MS Word, Excel, Access, Outlook, PowerPoint, Visio, and Publisher; Some exposure to COBOL and C++ programming
- Able to diagnose and make general PC repairs
- Ability to learn and become proficient with new programs quickly

Education

BBA in Human Resource Management
Master of Business Administration

State University
State University

References available on request