

SAM SMITH

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HUMAN RESOURCES EXECUTIVE

Policy & Procedure Development/Staff Recruitment & Retention/Instructional Systems Design & Delivery

EXECUTIVE SUMMARY

An innovative and solutions-focused HR Executive with an 18-year career demonstrating visionary leadership, quantifiable achievements, and progressive cross-industry operational management experience in a variety of capacities and environments. Forward-thinking leader and enterprising problem-solver with tactical and strategic vision, keen bottom-line focus, and a confirmed ability to influence key internal/external stakeholders and build consensus around decision-making and problem-solving. Articulate communicator, tenacious negotiator, and effective trainer with a management style that focuses on matrix teamwork and clearly defined mission and values for buy-in of all levels. Superior interpersonal, organizational, analytical, and conflict management skills with a flair for building strong performing teams and increasing organizational efficiency and profitability through talent assessment, recruitment, and employee engagement. Exceptional written, oral, and technical aptitude. Microsoft Office proficient.

CORE COMPETENCIES

- *HR/Benefits Administration*
- *Policy/Procedure Development*
- *Wage/Compensation Analysis*
- *Crisis/Risk Management*
- *Instructional Design & Delivery*
- *Health & Safety Enforcement*
- *Labor Management Relations*
- *Workforce/People Planning*
- *Team Training & Development*
- *Performance Management*
- *Organizational Compliance*
- *Union Recruitment/Negotiation*
- *Strategic Planning/Management*
- *Interviewing/Selection/Retention*
- *System Innovation/Enhancement*
- *Employee Assessment/Appraisal*
- *Group Collaboration/Facilitation*
- *Claims/Allegations Investigation*

PROFESSIONAL EXPERIENCE

ABC Company

Any Town, USA

Oct. 2008 - Jun. 2010

Head of Human Resources

A leading manufacturer and distributor of paint and adhesive products throughout East and Central Africa with a workforce of over 500 employees.

- Spearheaded the overall administration of human resources policies, programs, and practices.
- Directed a staff of five (5) including a Training Manager, Security Officer, Human Resource Officer, Human Resource Assistant, and Administrative Assistant; reported directly to the CEO and served as EEO specialist.
- Partnered with CEO and other executive staff; developed holistic/tactical solutions and HR systems alignment for key business strategies.
- Built effective teams through talent assessment, recruiting, team development, training, recognition, and accountability; implemented best practices and strategies in order to maximize profitability and achieve employee support on corporate initiatives.
- Partnered with all facets of the organization to achieve a precise and consistent policy and procedure protocol.
- Spearheaded personnel training, organizational development, resourcing, and people planning; ensured ongoing compliance with State and Federal laws and employee policies and procedures at hourly, managerial, and corporate management levels.
- Directly responsible for all employee industrial relations and union recruitment; negotiated with the union on collective bargaining agreement and generated and enforced adherence to employee contracts.
- Formulated policies and procedures and recommended strategies and practices to senior management; coordinated the company benefits and employee performance evaluation programs and maintained functions such as employee compensation, recruitment, training, and regulatory compliance.
- Proposed, published, and administered personnel policies, conducted wage and salary surveys, classified and reclassified positions, and wrote job descriptions.
- Responsible for labor relations; monitored performance appraisal programs, coordinated risk, health, and safety management programs, and handled disciplinary actions and grievances; provided guidance on warnings and terminations and conducted exit interviews.
- Managed the corporate training function using internal resources and outside consultants (including management training, new employee orientation/training, respect, and ongoing employee development).
- Oversaw all employee communication programs including surveys, handbook, policies, newsletter, company intranet, benefit summaries, and supervisor's manual.
- Maintained effective budgetary control over department and projects; administered all employment contracts.

PROFESSIONAL EXPERIENCE (CONTINUED)

Selected Accomplishments:

- Initiated training and implementation of balance score card for all employees.
- Successfully negotiated with the union for a three (3) year collective bargaining agreement.
- Initiated teamwork through team-building training resulting in improved productivity.

ABC Company

Any Town, USA

Aug. 1992 - Sept. 2008

Head of Human Resources (Jan. 1999 - Sept. 2008)

The 2nd largest manufacturer of milk and milk products in Africa, owned by the Kenyan Government, with 1,000 employees.

- Led change management process, conducted staff audit optimum requirement within the business unit, and provided leadership during the organizational restructuring; shaped HR strategy, direction, and priorities in conjunction with the Senior Leadership Team.
- Conceptualized and put into practice new HR programs; assisted department heads with the execution of existing HR programs, and introduced tools to assist line managers with program implementation.
- Sourced, recruited, hired, and oriented new employees; supported superiors in the training and development of staff, coordinated the execution of incentive plans and performance appraisals, and conceived and implemented creative team-building ideas and recruiting strategies.
- Oversaw the hiring process; managed union contracts and relationships and enforced compliance with all policies and laws regarding employment.
- Executed employee appreciation, communication, and incentive programs that matched emerging culture and assimilation factors to business values and goals.
- Handled employment verification, EEO, and unemployment and workers compensation claims.
- Analyzed the use, effectiveness, and application of existing wage and benefit programs.
- Assisted in union contract negotiations; managed agency compliance with respect to the provisions set forth.
- Examined trends and data to gain a better understanding of reasons for turnover; turned data into initiatives to ensure retention of high-quality staff.
- Reviewed, developed, and maintained Human Resources policy guidelines, procedures, and regulations.
- Managed a staff of eleven (11) including a Human Resource Manager, Training Manager, two (2) Human Resource Officers, two (2) Assistant Human Resource Officers, two (2) Administrative Assistants, and a Property Manager; provided ongoing direction, training, and support.

Selected Accomplishments:

- Developed company-wide compensation, benefits, staffing, and communication strategies.
- Introduced and implemented employee recognition programs.
- Generated and maintained an HR Scorecard.

Assistant Human Resources Manager (Jan. 1996 - Dec. 1999)

- Oversaw all aspects of new employee employment pre-screening process and all new hire orientations.
- Processed disciplinary cases and listened and responded to complaints of workplace harassment; turned issues into opportunities by seeking solutions through new/broader training.
- Administered employee medical scheme and welfare activities.
- Facilitated company-wide communications including monthly newsletter, meeting coordination and agendas, and benefits postings; organized and/or publicized employee events and roundtable discussions.

Senior Human Resource Officer (Jun. 1994 - Dec. 1996) & Human Resource Officer (Aug. 1992 - Jun. 1994)

EDUCATION

International Diploma in Human Resource Management - Cambridge International University, London, England
Bachelor of Arts in Sociology and Religious Studies - Egerton University, Nakuru, Kenya

PROFESSIONAL DEVELOPMENT

- Company Policy and Business Plan, 2009 ▪ Corporate Management Conference, 2009
- Operation Planning, Communication & Appraisal, 2006 ▪ Strategic Plan & Implementation, 2006
- Appreciating Leadership through Team Building, 2004 ▪ Managing For Results, 2004

PROFESSIONAL AFFILIATIONS/VOLUNTEERISM

- Member Institute of Personnel Management Kenya (IPM)
- Board Chairman, ABC High School, Nairobi, Kenya, 1996 - 2010
- Board Member, ABC Technical College, Nairobi, Kenya, 2006 - 2009