

JANE SMITH

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HUMAN RESOURCES GENERALIST WITH 20 YEARS OF INDUSTRY EXPERIENCE

Employee & Labor Relations/Staff Recruitment, Retention & Training/Policy & Procedure Development

PROFESSIONAL PROFILE

A results-driven and solutions-focused HR Professional demonstrating innovative leadership, quantifiable achievements, and progressive industry experience supporting up to twenty five (25) locations with 500 geographically dispersed employees. Forward-thinking leader and enterprising problem-solver with tactical vision, keen bottom-line focus, and a confirmed ability to identify root causes, devise efficient resolutions, and maximize performance. Articulate communicator, negotiator, and presenter with a talent for achieving ambitious results by galvanizing teams, building internal and external allies and relationships, and selling ideas and projects across the organization for buy-in of all levels. Superior interpersonal, organizational, analytical, and conflict management skills with a flair for increasing organizational cohesiveness and productivity through recruitment, talent assessment, and employee engagement.

CORE COMPETENCIES

- Team Training & Development
- Benefits/Payroll Administration
- Staff Health, Welfare & Safety
- Organizational Compliance
- Arbitration & Mediation
- Staff Recruitment/Retention
- Screening/Hiring/Interviewing
- Performance Review/Appraisal
- Program Creation/Deployment
- Policy/Procedure Development
- New Hire Processing/Orientation
- Conflict/Resolution Management
- System Innovation/Enhancement
- Data Reporting/Tracking/Analysis
- Claims/Allegations Investigation

DESIGNATIONS

- Professional in Human Resource (PHR) Certification - Human Resource Certificate Institute (HRCI)

EDUCATION

Currently Pursuing a Masters in Human Resources Management; Concentration in Organization Effectiveness
New York University, Manhattan, New York; Projected Graduation Date: May 2013

Bachelor of Science in Business Administration; Concentration in Management
New Jersey City University, Jersey City, New Jersey

PROFESSIONAL EXPERIENCE

ABC Company Any Town, USA Jan. 1992 - Present
Director of Human Resources - ABC Company (2006 - Present)/ABC Company (Jan. 1992 - Nov. 2006)

Reported to the CEO and worked with the Management Team for a non-profit organization providing youth and adult services; played an instrumental role in the Association's strategic planning with direct HR responsibility over 500 full-time, part-time, and seasonal employees at two (2) main branches, one (1) summer camp, and twenty two (22) satellite locations for school-aged children in surrounding communities.

- Served as a visible point of contact/resource for employees and subject matter expert for all activities pertaining to staff recruitment, benefits, training, HRIS, employee relations/employment law, and HR policies/procedures; partnered with all facets of the organization to achieve a precise and consistent policy and procedure protocol.
- Spearheaded personnel training, organizational development, and people planning; conducted Staff Management orientations for all supervisors to ensure ongoing compliance with State and Federal laws and employee policies and procedures at hourly and managerial levels.
- Sourced, recruited, hired, and oriented exempt, non-exempt and contingent (temporary and temporary-to-hire) employees; led all training and development initiatives, partnering with management to enhance the effectiveness of the on-boarding process.
- Attended job fairs and placed employment ads in local newspapers, websites, colleges, and the Department of Labor; screened resumes and applications, scheduled and conducted telephone and in-person interviews, checked references, facilitated pre-employment testing for prospective employees, completed hiring packets, and led new employee orientation and training.
- Managed the Association's wage and salary plans and maintained all personnel files and records.
- Prepared job descriptions and department staff manuals; administered the on-boarding process for new temporary, temp-to-hire, non-exempt, and exempt employees.

PROFESSIONAL EXPERIENCE

- Monitored and enforced compliance with Federal and State employment regulations including FLSA, Title VII/EEO, FMLA, HIPAA, and OSHA.
- Reviewed, finalized, and executed all disciplinary actions, dismissals, and terminations with Managers to ensure compliance with employment laws and company policies and procedures.
- Prepared, processed, and documented all human resources actions, employee records, files, and logs; maintained employee and candidate confidentiality and managed HRIS database.
- Responded to Human Resources questions and assisted in the resolution of employee issues/concerns/allegations; consulted with management and team members regarding timely resolution of HR-related questions and employee relations issues.
- Arbitrated disputes between supervisor-employee and coworkers and handled all employee Disability and Workers Compensation claims.
- Represented the Association in all employment legal matters; attended all hearings for cases related to wages and hours, unemployment, and civil-rights.
- Processed payroll, health/life insurance, and retirement benefit enrollments; conducted HR Benefits Orientation sessions.
- Prepared monthly financial reports for benefit premium statements and employee voluntary contributions.
- Handled all employee-related inquiries from various agencies.

Selected Accomplishments:

- Performed an HR Legal Compliance Audit; implemented regulations mandated by the Federal and State labor departments.
- Conceptualized and launched an Employee Performance Management system.
- Updated the Human Resources Policies and Procedures and created Job Descriptions for all positions in the organization.

ABC Company of Newark & Vicinity

125 full-time, part-time and seasonal employees at the main branch, one (1) Conference Center located on more than 200 acres in Sussex County, and three (3) satellite locations for school-aged children.

- Implemented comprehensive systems and procedures; improved the Association's overall staff management and reduced the turn-over rate by 40% (from 60% to 20%).
- Launched various training programs including Bloodborne Pathogen, Child Abuse Prevention, Sexual Harassment, and Safety Procedures.
- Established employee drug test and criminal background check programs.
- Utilized the Hey System to employ wage and salary plans.
- Updated the Association's Employee Handbook featuring all HR policies and procedures.
- Spearheaded the Employee Recognition Committee; upheld and achieved goals and agenda with the assistance of the committee members.

PROFESSIONAL DEVELOPMENT/SPECIALIZED TRAINING

- Certificate in Computer Operations - The Chubb Institute
- Regularly Attended Society for Human Resource Management (SHRM) Seminars and Trainings on Various Topics
 - Numerous Labor Law, Regulatory, and Sexual Harassment Training Seminars

TECHNICAL ADDENDUM/SOFTWARE KNOWLEDGE

- MS Word, Excel, and PowerPoint ▪ ADP, Paychex, and Human Resource Information System (HRIS) Software

PROFESSIONAL AFFILIATIONS

- Society for Human Resource Management (SHRM), National and Local Chapters
 - ABC Company Tri-State HR Network

References Furnished Upon Request