

JANE SMITH

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HUMAN RESOURCES PROFESSIONAL WITH 16+ YEARS OF INDUSTRY EXPERIENCE

Policy & Procedure Development/Labor & Employee Relations/Operations Focused HR Delivery
Onshore, Government, Maintenance, Construction & Drilling Operations

EXECUTIVE SUMMARY

An innovative and solutions-focused Senior-Level HR Professional with a 16-year career demonstrating visionary leadership, quantifiable achievements, and progressive cross-industry experience in a variety of diverse domestic and global environments encompassing wide-ranging, international projects supporting to up to 20,000 employees. 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. SAP, ADP, PeopleSoft, and Microsoft Office proficient.

CORE COMPETENCIES

- *HR/Benefits Administration*
- *Policy/Procedure Development*
- *Project/Program Management*
- *Instructional Design & Delivery*
- *Health & Safety Enforcement*
- *Risk Management/Mitigation*
- *Labor Management Relations*
- *Workforce/People Planning*
- *Team Training & Development*
- *Union Avoidance/Negotiation*
- *Wage/Compensation Analysis*
- *Employment Law*
- *Strategic Planning/Management*
- *Process Innovation/Improvement*
- *Interviewing/Selection/Retention*
- *Employee Assessment/Appraisal*
- *Policy/Government Compliance*
- *Claims/Allegations Investigation*

DESIGNATIONS

- Labor Relations Professional (LRP) ▪ Senior Professional in Human Resources (SPHR)

PROFESSIONAL EXPERIENCE

ABC Company

Any Town, USA

Feb.2009 - Present/Aug. 1994 - Mar. 2005

Labor Relations Manager (Feb. 2009 - Present)

One of the world's premiere engineering, procurement, and construction companies with more than 40,000 employees in forty five (45) countries on five (5) continents.

- Oversaw all employee/labor relations for the business unit comprised of approximately 15,000 employees.
- Directly responsible for all employee industrial relations; negotiated with the union on collective bargaining agreement and generated and enforced adherence to employee contracts.
- Addressed all union activity and resolved complex employee/labor relations matters quickly and effectively; organized and picketed, responded to grievances, initiated union avoidance training, and conducted prospective project location evaluations.
- Conducted high-level investigations, processed disciplinary cases, and listened and responded to complaints of workplace harassment; turned issues into opportunities by seeking solutions through new/broader training.
- Created training programs and on-going communication tools to align employees with the company vision and goals; developed and supported new business strategies to increase revenues and profits.
- Championed HR best practices within the regions and partnered with all facets of the organization to achieve a precise and consistent policy and procedure protocol.

Selected Accomplishments:

- Anticipated increased union activity throughout the United States; developed and implemented a twenty seven (27) page labor relations program/manual covering the company's position on unionism, the do's and don'ts of supervision per the National Labor Relations Act, and labor disturbances (i.e. picketing and/or strike activity).
- Created and implemented employee relations, labor relations, and union avoidance training for field supervisors and employees.
- Successfully negotiated the elimination of a long-standing bonus program for trade union employees in Poland.

PROFESSIONAL EXPERIENCE (CONTINUED)

Country Human Resources Manager (Oct. 2004 - Mar. 2005)

- Served as the Country Manager for large scale logistics mission in UAE; managed comprehensive HR function delivery associated with the movement of ABC Company and strategic partner expatriates into and out of Iraq involving 20,000+ personnel.
- Directed a multi-location team of fifty six (56) employees throughout Iraq.
- Oversaw the mobilization/demobilization, R&R, interim leaves, and business travel for expatriate employees and partners.
- Coordinated charter aircraft into, out of, and around Iraq to mobilize employees to Dubai as the point of entry/departure for the project; returned employees to said location and arranged to have newly hired employees chartered in from Houston.
- Sourced, negotiated, and selected agreements with vendors including charter aircraft, hotels, buses, and greeting services.

Selected Accomplishments:

- Streamlined processes to accommodate usual interruptions of our operations, such as airspace closures or charter service interruptions, by partnering with local hotels and bus services to quickly adapt to our business needs 24/7.

Senior Employee Relations Representative (Oct. 2003 - Oct. 2004)

- Assigned to Government Services - Middle East Region, as an extension of corporate Employee Relations Department to support the entire Middle East region of operations covering Kuwait, Iraq, Dubai, Jordan, Djibouti, Afghanistan, Georgia, and Uzbekistan; provided resolution of workplace employment matters for a population of 15,000+ expatriate employees.
- Successfully investigated all code of conduct/policy violations and provided solutions and recommendations to project and home office senior management.
- Facilitated training for supervisory skills and disciplinary methods to all managerial personnel.
- Created and delivered employee relations case reports to project and home office management

Selected Accomplishments:

- Successfully investigated over 100 cases spread throughout Iraq and other countries in the ME region.

Human Resources Manager (Jan. 2000 - Oct. 2003)

- Provided HR oversight for Operations and Maintenance throughout the U.S. including fifty six (56) work locations; supervised two (2) direct reports.
- Assisted Project Managers with employee relations, EEO/harassment training, benefits administration, compensation, proposals, and strategic planning.
- Worked closely with Business Development regarding the acquisition of new revenue streams; presented strategic HR initiatives and staffing plans to potential clients.

Selected Accomplishments:

- Selected to serve as a member of the HR Leadership Team for the Americas.

Senior Human Resource Generalist (Jul. 1998 - Dec. 1999)

- Coordinated HR functions for an expatriate work force of 1000 employees and a host-national workforce in excess of 4,000 people.
- Planned, scheduled and managed mobilization, demobilization, R&R, interim leaves and business travel for expatriate employees; developed and administered compensation plans and expatriate benefits.

Selected Accomplishments:

- Led the HR function during the start-up of the Kosovo operation to include the establishment and training of a new host national HR department; hired over 3000 workers to support the US Military operations in the first two (2) months.

Staffing Specialist (Jan. 1997 - Jul. 1998)

- Recruited personnel for multiple petro-chemical plants and refineries.
- Routinely worked as an on-site recruiter for new construction, shut-downs, capital projects and outages throughout the U.S.

Selected Accomplishments:

- Demonstrated the ability to staff large-scale projects with skilled craftsmen on schedule and without complications.

PROFESSIONAL EXPERIENCE (CONTINUED)

Additional ABC Company Experience:

Senior Recruiter - New Construction and Shut-Down/Capital Projects within the Pulp and Paper, Chemical, and Refining Industries (Aug. 1994 - Jan. 1997)

ABC Company

Any Town, USA

Feb. 2007 - Feb. 2009

HR Manager

A leading engineering, procurement, construction, and installation (EPCI) company operating in more than twenty (20) countries with 16,000 employees focused on executing complex offshore oil and gas projects worldwide.

- Managed the Human Resources department for the corporate office in Any Town with a client base of approximately 500 employees; spearheaded the overall administration of HR policies, programs, and practices.
- Directed a staff of eight (8) including two (2) Generalists, three (3) Recruiters, and three (3) Coordinator responsible for all HR functions including recruitment, compensation, employee relations, policies, labor law, and EEO compliance.
- Collaborated closely with recruiters to address staffing needs and develop methods and strategies to attract qualified candidates.
- 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 executive staff; developed holistic/tactical solutions and HR systems alignment for key business strategies.
- Analyzed current processes and recommended and implemented improvements where needed.
- Proposed, published, and administered personnel policies, conducted wage and salary surveys, classified and reclassified positions, and wrote job descriptions.
- Worked closely with corporate benefits to address benefit issues in a timely manner.
- Oversaw all employee communication programs including surveys, handbook, policies, newsletter, company intranet, benefit summaries, new hire orientations and supervisor's manual.

Selected Accomplishments:

- Revamped all corporate HR policies.
- Significantly improved the responsiveness of HR with client groups.
- Identified as the HR Lead on the Corporate Crisis Management and Business Continuity Team.

ABC Company

Any Town, USA

Oct. 2005 - Sept. 2006

Senior Manager - Human Resources

ABC Company owns and operates both land and offshore rigs in thirty (30) countries worldwide and has operating experience in more than twenty (20) others.

- Directed all Human Resources functions for an international workforce of approximately 6,000 employees working in twenty seven (27) countries; appointed Head of HR and reported directly to the President of the business segment of ABC Company International.
- Managed a team of five (5) employees; oversaw all HR functions within each areas of operation.
- Provided strategic direction to business units regarding progressive HR initiatives.
- 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.
- 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 compensation program for the International business unit; worked closely with corporate benefits to address benefit issues in a timely manner.
- Reviewed, developed, and maintained Human Resources policy guidelines, procedures, and regulations.

PROFESSIONAL DEVELOPMENT

- Intense 5 Day Management Development Program, Singapore 2008