

JANE SMITH, PHR

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PERFORMANCE CONSULTANT WITH 18+ YEARS OF INDUSTRY EXPERIENCE

Leadership Coaching & Development/Tactical & Strategic Planning/Process Innovation & Improvement

EXECUTIVE SUMMARY

A dynamic, results-driven, and employee-focused Human Resources Executive contributing 15+ years of increasing responsibilities, quantifiable achievements, and diverse experience working with Fortune 500 companies' cross-industry. Forward-thinking leader and enterprising problem-solver with tactical and strategic vision, keen bottom-line focus, and success in optimizing efficiency and maximizing results through delivery of value-added programs, systems, and procedures. Proven ability to build strong relationships, influence key internal/external stakeholders, and develop and implement explosive strategies that lead project teams to success. A skilled communicator, motivator, and facilitator, with an ability to inspire commitment, direct all types of personalities, and build winning environments that consistently exceed organizational objectives and vigorously defend and enhance company viability, growth, and development. Superior interpersonal, analytical, and assessment skills. Willing to travel.

CORE COMPETENCIES

- *Personnel/Project Management*
- *Organizational Development*
- *HR Policies & Procedures*
- *Team-Building/Coaching*
- *HRIS Database Administration*
- *Federal/Regulatory Compliance*
- *Instructional Design & Delivery*
- *Staff & Management Training*
- *Strategic Business Planning*
- *Critical Process Restructuring*
- *New Business Development*
- *Client Presentations/Briefings*
- *Functional Change Management*
- *Leadership/Talent Development*
- *Performance Review/Assessment*
- *Group Collaboration/Facilitation*
- *Policy & Procedure Development*
- *Customer Operations & Support*

DESIGNATIONS

- Certified Human Resource Professional (PHR), Society of Human Resource Professionals
- Certified Change Practitioner, PROSCI ▪ Certified, Coaching Mentor

EDUCATION

Master of Science in Human Resource Management; Emphasis on Organizational Development
University of Maryland University College, Adelphi, Maryland; Projected Graduation Date: December 2011

Bachelor of Science in Business Administration
University of Phoenix, Phoenix, Arizona; Graduated: May 2008

PROFESSIONAL EXPERIENCE

ABC Company Any Town, USA Aug. 2004 - Present
Performance Consultant - Customer Operations Center

Support the performance of a staff of approximately 200 front-line, first, second, and third-level leadership employees for one of the largest energy delivery companies in the Mid-Atlantic region serving approximately 1.9 million customers in Delaware, the District of Columbia, Maryland, and New Jersey.

- Facilitated New Employee Orientation ensuring continuity in all company and benefit information presented verbally and in writing.
- Identified organizational talent and coordinated leadership pipeline.
- Took on the role of Project Lead tasked with ensuring Organization's New Employee Onboarding Process is "Best in Class."
- Administered a revised employee evaluation program which allowed for improvement on identified problem areas before final evaluation.
- Prepared confidential material for grievance and other personnel-related meetings.
- Researched and implemented a flex benefits program; allowed employees the opportunity to design individual benefits packages which resulted in higher employee satisfaction.
- Conducted data analysis and performed process mapping sessions and other assessments to eliminate defects and deficiencies in business processes.
- Researched and presented business cases for cost saving and/or performance improvement initiatives.
- Designed and managed business processes to meet the strategies and goals of the organization; acted as a change agent during process improvement initiatives.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Managed the Change in all primary and ad hoc projects; analyzed the stakeholders and developed a plan that addressed targeted and effective communication, training, and reinforcement as well as areas of resistance.
- Sourced, selected, and managed vendor relationships.

Selected Accomplishments:

- Earned four (4) promotions during company tenure: Customer Service Representative to Business Office Representative (2006), Business Office Representative to Internet Communications Representative (2007), Internet Communications Representative to Senior HR Analyst (2008), and Senior HR Analyst to Performance Consultant (2009).
- Improved employee performance and fostered employee engagement through development of training programs and organizational initiatives.
- Developed motivational incentives for a five (5) member team; increased response to Customer Inquiries upwards of 2K per month.
- Created and employed a department-wide quality assurance process based on industry benchmarking; significantly increased Customer Satisfaction survey results and improved employee productivity.

Primary Projects/Project Management Responsibilities:

- Changing the Culture:
 - Used Project Management, HPI, and Change Management tools and methodology to manage and lead a project which spanned three (3) regions and different leadership levels from front-line representatives to group managers; focused on increased leadership visibility and engagement, coaching and development, improved customer satisfaction, reduced repeat call rates, and increased revenue retention. Maintained total fiscal responsibility of a \$400K budget which is on schedule and under budget to date as sole Project Manager.
- Streamlining New Customer Onboarding:
 - Performed a job/task analysis using Human Performance Improvement tools and techniques to analyze current business practices; determined best process for acquiring the customer and following them through to first bill to ensure verification process and customer touch points are met.
- Evaluation of All New Employee Training:
 - Conducted training needs assessments by doing upfront analysis of learning needs and immediate post training evaluations as well as 30 and 90-day follow up and focus groups.
- Performance Management Development:
 - Used decision making tools and methodology to facilitate leadership team through process of developing, implementing, and evaluating new performance management process focus on behavioral attributes, will vs. skill, reward, recognition, incentives and all around assurances of skill-set to task match.

ABC Company

Any Town, USA

Oct. 1992 - Dec. 2003

Account Analyst/Manager Relief (Apr. 1994 - Dec. 2003)

- Performed detailed needs analysis of Government and Large Business Accounts to ensure telecommunications services were performing above "industry standard;" provided seamless services to customers.
- Directed a staff of up to fifteen (15) telecommunications professionals in the absence of the Team Leader; led conflict resolution initiatives, resolved escalations, and handled scheduling of work product.
- Appointed to a special project team tasked with the research, implementation, and training of a new Software System; facilitated training for 100+ employees.
- Routinely served as liaison between department, outside utility companies, and the Public Service Commission to ensure industry standards were met or exceeded.

Selected Accomplishments:

- Developed and implemented monthly team sales initiatives; increased department revenue and improved group morale resulting in a marked increase in productivity.

Training Assistant (Oct. 1992 - Mar. 1994)

- Evaluated and scheduled all outside executive training programs.

Selected Accomplishments:

- Promoted from Training Assistant to Account Analyst/Relief Manager, Apr. 1994.
- Worked in tandem with the Training Manager to develop new, in-house computer software training courses; saved \$3,500 annually in outside training costs.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Created a Secretarial Training Program; successfully standardized procedures and enhanced office work flow.
- Revised safety manual and initiated OSHA update bulletins; reduced on-the-job injuries by 55% and reduced OSHA non-compliance warnings by 75%.

PROFESSIONAL DEVELOPMENT/SPECIALIZED TRAINING

- Analyzing Human Performance ▪ Contract Negotiations ▪ Effective Business Writing
- Human Performance Improvement in the Workplace ▪ Making Training Stick

PROFESSIONAL AFFILIATIONS

- Member, American Society for Training and Development
- Member, Association of Change Management Practitioners
- Member, International Society for Performance Improvement
- National Member, Society for Human Resource Management

References Furnished Upon Request