

# First Last, M.S. *Results-Generating Human Resources Leader*

1234 Street Avenue | East City, ST 12345 | (555) 555-5555 | name.lastname@yahoo.com

## Profile of Qualifications

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### **Specializations in:**

*Workforce Development | Training Curriculum Design / Implementation | Adult Learning Principles | Performance Consulting*

HUMAN RESOURCES OPERATIONS | STAFFING / ON-BOARDING | POLICY / PROCEDURE DEVELOPMENT | TEAM BUILDING | STAFF TRAINING / DEVELOPMENT  
EMPLOYEE RELATIONS | EMPLOYEE COUNSELING | PAYROLL | BENEFITS / COMPENSATION | PERFORMANCE MANAGEMENT | MANAGEMENT DEVELOPMENT  
PROJECT MANAGEMENT | STRATEGIC PLANNING | BUSINESS TRENDS TRACKING | ORGANIZATIONAL DEVELOPMENT | EMPLOYEE DISCIPLINARY ACTIONS | ADA  
BUDGET DEVELOPMENT / MANAGEMENT | COST CONTROLS | COMPLIANCE | MEDIATION | DISPUTE RESOLUTION | FMLA | WC | PROCESS IMPROVEMENT

- **Visionary HR Leader** who makes decisions to reflect positively on multi-site operations efficiency, corporate well-being, and employee satisfaction, including leading quality recruitment to encourage diversity, low turnover, cost reductions, and superior company loyalty, and further designing policies in compliance with ADA, FMLA, and WC.
- **Top Performer** who expertly develops and implements dynamic strategies and programs to influence dramatic improvement in efficiency, productivity, and business processes toward successful attainment of organizational goals.
- **Solutions-Centric Professional** who achieves unprecedented results through innovation, initiative, and resourcefulness.
- **Excellent Communicator** who thrives in ambiguous circumstances with minimal direction and resources while showcasing a strong ability to gather and compile best practices from throughout the organization to generate growth.
- **Ambitious Self-Starter** who maintains knowledge of industry trends to address workforce design, and aligns awareness of cultural, economic, and social matters to deliver strong strategies to maximize performance and improve staff relations.

## Professional Synopsis

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NAME OMITTED BUILDERS & CONTRACTORS, INC. (ABC) – EASTERN REGION, EAST CITY, ST

2015 – PRESENT

### **Director of Education**

- Capitalize on the opportunity to lead results-generating workforce development, training, recruitment, and safety services for a construction association servicing 350 construction companies throughout Northeastern Pennsylvania.
  - Coordinate and manage Workforce Development high school graduate programs, including handling recruitment, orientation, evaluation, and job placement, as well as actively recruiting recent graduates for construction companies.
  - Collaborate with top companies within the OSHA partnership to ensure job-site compliance; implement general and site-specific emergency plans; and assist with incident investigations, risk assessments, and job hazards identification.
  - Deliver critical ABC safety services, including facilitating job-site visits, site safety audits, incident investigations, OSHA representation and mitigation, and providing training on preventable measures to control loss and reduce core risks.
  - Promote excellence in training delivery, course design / writing, trainer management, and workforce development.
  - Drive growth by sourcing, hiring, directing applicable training, and negotiating contracts for 54 contracted instructors.
  - Direct instructional development initiatives, including repurposing, editing, and expanding the company's library of courses while optimizing operational learning through multi-mode training, classroom instruction, and online options.
- ✓ *Conceptualized and developed an on-site safety training program adopted by 67 companies.*
  - ✓ *Grew a 500-person annual instructional program into 1,100+ students-per-year training program.*
  - ✓ *Actively supported 24 member companies in resolving OSHA violations or other site-specific safety issues.*
  - ✓ *Expanded outreach and community efforts to drive recruitment, develop talent, and advance diversity initiatives.*
  - ✓ *Used consulting model for 48 companies to meet individual, team, and organizational learning / performance gaps.*
  - ✓ *Assessed organizational needs and collaborated and / or consulted with HR and Operations leadership at 48 different companies to develop solutions related to culture, associate performance, and leadership development.*
  - ✓ *Implemented new course management plan to update and control quality of instruction being taught to students.*
  - ✓ *Estimated costs of training operations and subsequently managed them in accordance with the budget to ensure maximum return on investments; ultimately tripled income from training and safety services in less than 1 year.*
  - ✓ *Created 22+ training programs on professional selling, operations management, soft skills, and communication, as well as diverse facets of senior-level leadership development, sales methodology, and contract administration.*

NAME OMITTED INSTITUTE (NOI) HEAD START, CITY, ST

2013 – 2015

### **Human Resource Manager (2015)**

- Utilized broad scope of industry knowledge to manage forward-thinking HR operations for a top educational institute.
- Led decision-making across end-to-end employment lifecycles while serving as an integral HR Advisor to a staff of 150.

**Human Resource Manager (2015)**

- Orchestrated employee sourcing, recruiting, hiring, on-boarding, and training efforts while managing third-party recruiting employment partners and performing ongoing comprehensive needs assessment for workforce planning.
- Directed key policy development, employee relations, conflict resolution, and performance improvement initiatives.
- Partnered with executives to identify requirements for key initiatives, including consulting with and advising senior-level management and playing an important role in budget planning, management, and labor law compliance.
  
- ✓ *Developed and implemented customized emergency plans for each of 14 sites.*
- ✓ *Overhauled organizational charts and created the first-ever internal company employee directory.*
- ✓ *Transformed performance management and evaluation framework to improve employee assessment strategies.*
- ✓ *Launched an online training solution to enable simultaneous training delivery to 14 geographically-distributed sites.*
- ✓ *Selected as Acting Program Director tasked with providing leadership for all organizational operations and functions, and further held interim role with oversight of program billing, invoicing, and payroll functions (3 months).*
- ✓ *Established and implemented organization-wide Standard Operating Procedures (SOPs) for new hire orientation and onboarding for programs located throughout the U.S. and additionally developed formal job descriptions via analysis, revision, and update of existing descriptions to reflect actual tasks performed by each role.*

**Human Resource Administrator (2013 – 2015)**

- Strategically steered results-focused recruitment, training, and mentoring operations for top-performing team members, including coaching new managers and supervisors on performance management and disciplinary processes.
- Initiated an internal pay equity study to equalize compensation with job duties, positional requirements, and budget and an external pay study for the development of pay scales for new positions; while designing an associated proposal for position-specific compensation rates in alignment with talent acquisition, retention, and budget objectives.
- Spearheaded the development of new supervisory training on employee relations to boost annual staff engagement.
  
- ✓ *Generated a 50% reduction in time-to-fill for vacancies by revising all hiring practices.*
- ✓ *Achieved a 90% retention rate by leading recruitment and hiring of 29 FTE in a single month.*
- ✓ *Reported 92% of employees having a positive working relationship with supervisor via new training efforts.*
- ✓ *Avoided wrongful discharge lawsuits by originating and establishing essential progressive disciplinary procedures.*

**Retail Merchandiser | Store Manager | General Manager**

*NameOf Sales & Marketing | Name Removed | Name Omitted Corporation*

- Played a vital role in directing fast-paced retail operations while rapidly progressing to roles of greater responsibility.
- Effectively cost managed all staffing, labor controls, profit / loss, inventory management, and facilities operations; while aligning costs with expense management objectives and serving as an active local liaison to the UFCW union.
- Built productive team operations by recruiting, training, mentoring, and managing customer-focused staff members.
  
- ✓ *Earned multi-store promotions within Rite Aid for key leadership roles at top-selling stores in the district.*
- ✓ *Personally enabled steady sales growth by leading the development of a Rite Aid customized staffing model.*
- ✓ *Reduced store's employee absenteeism 25% via process improvements and increased quality service delivery.*
- ✓ *Reduced UFCW union grievances rate by 40% and transformed struggling store to improve labor / union relations.*
- ✓ *Selected for Train the Trainer course for new corporate timekeeping system and led training of regional managers.*
- ✓ *Turned around lowest-performing GameStop district store by introducing an intensive employee training / development initiative and incentive program – achieved Top 5 ranking in all performance metrics in 2 months.*

**Education, Professional Development & Technical Summary**

Master of Science in Human Resource Management

UNIVERSITY OF OMITTED

Bachelor of Arts in English

NAME UNIVERSITY OF STATE

Associate of Arts in Journalism & Mass Communications

NAME COUNTY COMMUNITY COLLEGE

Human Resources Certification

NAME COUNTY COMMUNITY COLLEGE

Project Management Certification (128 PMI Unit Hours)

LEARNSMART

Certified Internal Investigation Administrator

HRCERTIFICATION.COM

Microsoft Office Suite | Microsoft Access | Microsoft OneNote & Publisher | Epicor HCM Software | PeopleSoft | Oracle  
Ascentis | Accura Software | ADP HR Suite | Intuit QuickBooks | Kronos Workforce Central | Workday eBusiness Suite | Taleo

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Date

Hiring Agent Name

Company Name

Address

City/State/Zip Code

Dear \_\_\_\_\_:

I would like to thank you for providing me with the opportunity to interview for the [ **Insert Job Title** ] position currently available within your company. Having gained a deeper insight into the job requirements, I am confident that you will find me to be an incredible asset toward achieving your goals.

As previously discussed, I am a cross-functional professional who offers proven experience in Human Resources Operations, Workforce Development, Staffing / OnBoarding, Team Building, Training / Development, Employee Relations / Counseling, Adult Learning Principles, and Performance Management, as well as talents in Multi-Project Management, Strategic Analysis / Planning, Trends Tracking, Training Curriculum Design / Implementation, Budget Development / Management, Dispute Resolutions, Process Improvement, and Organizational Development, among other areas.

Please recall that I earned a Master of Science in Human Resource Management from the University of Scranton, a Bachelor of Arts in English from Millersville University of Pennsylvania, and an Associate of Arts in Journalism & Mass Communications from Delaware County Community College. I achieved my Human Resources Certification from Delaware County Community College, am qualified as a Certified Internal Investigation Administrator by HR Certification.com, and attained my Project Management Certification from LearnSmart.

Throughout my career, I have excelled in progressive educational, workforce development, training / development, and human resources leadership roles for high-profile Associated Builders & Contractors, Inc. and Community Development Institute (CDI) Head Start employers, among others. During this time, I successfully recruited, trained, mentored, and /or managed numerous multi-site top-performing teams; developed cost-effective organizational processes and labor relations-driven initiatives; designed and developed innovative training programs to meet company needs; and coordinated and managed all facets of benefits administration. I also proactively resolved employee conflicts with tact and diplomacy while continually building dynamic staff to promote strong company brands that consistently delivered world-class services in competitive markets. [ **Suggestion! Address Here Any Relevant Skills / Qualifications / Achievements Discussed During Your Interview** ] For the sum of these reasons, I am confident that I can attain success in a rewarding [ **Insert Job Title** ] role within your company.

As a proven leader, I am positioned to deliver both immediate and long-term results with a continued commitment to exceeding your team's goals. I am eager to discuss how my qualifications uniquely match your current and future needs, and look forward to interviewing with you soon.

Sincerely,

First Last, M.S.