

FNAME LNAME, PHR

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MANAGER OF HUMAN RESOURCES

Analytical, results-driven *Human Resource Generalist* with over 14 years of experience and proven results in high-pressure, fast-paced environments. *Experienced Administrator* with the propensity to regard human capital as an investment, and Human Resources as a Strategic Business Partner. Skilled *Change Manager*, takes a pro-active long-range approach to human resource planning and training. Strong organizational and multi-tasking skills. Superior talent for analyzing HR metrics, creating reports and presentations, and working across all management levels to craft job descriptions and determine recruiting methods that yield outstanding results.

- **Excellent communications skills**; partnered with all levels of management in recruiting, hiring and negotiating.
- **Recognized for high level of professionalism**, productivity and the ability to meet aggressive deadlines.
- **Well developed counseling**, communications and **crisis management** skills.
- **Recognized for developing and implementing a disaster recovery plan**, which functioned flawlessly during an unexpected hazard.
- **Improved employee morale and management credibility** during a period of major organizational change; mentored management on effective employee communications.

AREAS OF EXPERTISE

- Employee Retention
- Performance Appraisals
- Compensation & Benefits
- Incentive Planning
- Staffing & Recruitment
- Training and Development
- Safety Training
- Corporate Culture Change
- Organizational Development
- P & L Management
- Employee Relations
- Regulatory Affairs
- HRIS Implementation
- HIPAA Regulations
- Workers Compensation

PROFESSIONAL EXPERIENCE

Hunters Corporation ✧ Boston, Massachusetts

1998 - Present

HUMAN RESOURCES MANAGER

Recruited to provide comprehensive Human Resource support for 300+ employees in multiple locations.

- Implemented a self-service benefit program for 500 employees throughout the organization.
- Developed a company safety program, including employee initiatives.
- Increased employee morale throughout the organization with the implementation of an employee recognition program. Generated an Employee Opinion Survey to measure best practices in a lean manufacturing environment.
- Evaluated HR's contribution to organizational effectiveness, including needs assessment, design, implementation and evaluation of activities with respect to company's strategic mission.
- Established relationships/alliances with key individuals in the community and in professional capacities to assist in meeting the organization's strategic needs.
- Improved efficiency and quality by implementing a self service benefit program.
- Assisted the VP of HR in maintaining salaries and compensation programs that were competitive.
- Created a forced ranking system; supported department managers with performance reviews.
- Provided project management support for talent review and succession planning.
- Managed the ADP payroll function; used the data as an HRIS tool for performance management and benefit administration

PROFESSIONAL EXPERIENCE (CONTINUED)

Boston Hospital ✧ *Boston, Massachusetts*

1995 - 1997

HUMAN RESOURCES ASSISTANT

Retained to work collaboratively with the Assistant Vice President and Director of Human Resources in supporting 1,200 employees.

- Scheduled meetings and interviews for senior level personnel; managed the resume tracking system and conducted reference calls.
- Monitored departmental budget variances.
- Reduced expenses by creating a computerized badge system.
- Acted as a liaison between Information Systems and Human Resources.
- Handled all staff travel arrangements.

EDUCATION

Associates Degree, Hill Community College, Boston, Massachusetts

Pursuing on-line Bachelor's Degree, Southern NH University, Manchester, New Hampshire

PHR, Human Resources Certification Program

Compensation Management, Merrimack College, North Andover, Massachusetts

Legal Practices in Human Resources

Survey Management Group Seminar

Business Communication Course, Harvard University, Cambridge, Massachusetts

Small Business Management Course

SPECIAL SKILLS

ADP Payroll, ReportSmith, HRIS, ADP Employee Access, People Soft, Microsoft Front Page, Windows 2000, Microsoft Word, Excel, PowerPoint, WordPerfect, Lotus 1-2-3, Electronic Mail, Schedule Plus and Meditech-HRIS,

ORGANIZATIONS

Merrimack Valley SHRM Chapter-Committee Member

World at Work

SHRM program - Society of Human Resources Management

Northeast Human Resources Association