

# 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

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**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