

Your Name, MBA, PHR

Your Address ▪ City, State Zip ▪ Phone(s) ▪ email@provider.com

PROFESSIONAL SUMMARY

Creative and dedicated Human Resources Professional with experience working in call centers and expertise in employee relations, developing sourcing strategies and conducting life cycle recruiting. Certified as Human Resources Management HR Generalist and Behavioral Interviewing Trainer. Bilingual in Spanish and English.

PROFESSIONAL EXPERIENCE

Federated Bank Group, Orlando, FL

2000– Present

Human Resources Manager

Oversee employee relations in the largest business unit, which includes the Customer Service Call Center. Respond to employee issues and complaints regarding management, payroll, and benefits. Develop and execute recruiting strategies for multi-site/state operations, filling all permanent (exempt, non-exempt and senior level) and temporary positions and conduct life cycle recruiting. Track HR metrics such as cost per hire, turnover, headcount, open requisitions, and position control. Implement, design and promote employee recognition programs on a monthly, quarterly and annual basis. Manage the internship program with local schools as well as recruitment in colleges and universities. Fill all positions within a 30-day window.

- Improved relations between employees and management.
- Advised management to institute internship programs with high schools and colleges.
- Recommended that the company have anniversary luncheons and awards as part of its employee recognition programs.
- Decreased turnover from 3.08% to 1.99% for exempt employees and from 1.75% to 1.01% overall in a two-year time frame.

ABC Phone Company, Albany, NY

1994 – 2000

Recruiter/New Hire Administrator

Managed application process, pre-employment screening, and new hire processing in a high volume environment. Extended offers and conducted new hire orientations, which included training on sexual harassment. Oversaw \$10,000/monthly budget for recruiting initiatives.

- Progressed from customer service representative to recruiter to new hire administrator.
- Developed workflow for recruiting of new applicants and created drug test database for new hires.
- Placed in the top 3% for sales as a customer service representative and earned MVP status.

Elementary Children's Group, Atlanta, GA

1900 – 1993

Manager

Managed up to five employees. Oversaw budget and expenses as well as advertising and direct mail.

- Reorganized the business, saving 50% in overhead expenses and increasing sales.
- Initiated and implemented after school program for elementary school students.

EDUCATION

Masters in Business Administration, Concentration in Marketing/Business

University of Idaho

Bachelor of Business Administration

University of Wyoming

PROFESSIONAL AFFILIATIONS

Society of Human Resources Management

DOL Employer Committee
National Academy Foundation