

Customer Name

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Human Resources Manager

~ *Drive Profitability by Identifying Business Gaps,
Developing Transformational Processes, and
Increasing Talent Engagement* ~

Organizational Development ▪ Recruitment ▪ Benefits Administration ▪ Legal Compliance

High-Performing Manager and Trustworthy Company Culture Champion. Raised trust and visibility of human resources (HR) function and implemented open communication system for 600 employees at 22 locations, leading to reduction in escalations and instant access to information.

Strategic Partner and Advisor to Leadership Team. Aligned HR processes with strategic and operating goals at 33 international locations. Enforced compliance with labor laws and corporate policies.

Change Management Expert. Spearheaded Human Resource Information System (HRIS) implementation valued at \$8 million, resulting in \$100,000+ annual cost savings, turnover reductions, and improved reporting capabilities.

Leader in Development of Hiring and Retention Methodologies. Improved effectiveness of hiring and retention of executive, sales, exempt and non-exempt employees in union and non-union environments across U.S. and Canada.

HR SKILLS AND COMPETENCIES

Strategic Leadership ▪ Employee Relations ▪ Conflict Management
▪ Problem Solving ▪ Organization Development ▪ Training ▪ Benefits, Compensation, Relocation, Payroll, Leave of Absence, Talent Management ▪ Wellness/Safety Programming ▪ Vendor Negotiation ▪ Recruitment ▪ Process Development ▪ Ethical & Compliant Operations

MAJOR ACCOMPLISHMENTS

- **Revamped and streamlined Leave of Absence (LOA) and Life Insurance management process** by identifying gaps, developing RFP, selecting new vendor, and eliminating non-compliant activities. Reduced premium costs by 30% and eliminated three-week delays in payments processing.
- **Delivered HRIS and compliance training** to >75 senior directors, benefits management specialists, and supervisors, decreasing inconsistencies in benefits implementation process and employees' complaints.
- **Deployed employee engagement survey and created a three-tiered HR helpdesk** with case management and reporting capabilities to address employees' concerns with getting access to HR-related assistance.
- **Replaced outdated case management system** within six months, developing reporting and improving case resolution times by 160%.

PROFESSIONAL EXPERIENCE

SENIOR HR MANAGER

MARCH 2017 – PRESENT

Corporation, City, State

Reported to CFO. Led four HR staff and consulted with 400+ clients/field consultants during new HRIS integration. Supported leadership during reorganization. Established corporate HR policies and procedures.

- Completed 401K audit and integration of two HRIS systems within three months, saving >\$100,000 annually.
- Developed and configured new SAP system, enhanced data integrity, vendor interfaces, and reporting, providing instant access for billing adjustments and eliminating up to two-month processing delays.
- Led communication efforts during 20% workforce reduction initiative. Created FAQs to assist impacted employees with transition and advised management on delivery of sensitive messages.

SENIOR HR BUSINESS ANALYST

JANUARY 2013 – MARCH 2017

Corporation, City, State

Reported to HR Shared Services Director. Planned and executed HR optimization projects within set budget. Led the standardization of LOA process, case management, vendor selection, HR data migration, and new hire on-boarding. Managed multi-functional project team members' performance. Identified opportunities for increased efficiencies.

- Selected as HR expert to analyze readiness and risks and to lead \$8 million HRIS (Workday) implementation project.
- Composed project materials, 32 global Standard Operating Procedures (SOP), process flow charts, and training presentations, leading to streamlined post-merger operations.
- Advised 33 managers during process and system changes, utilizing HR data to provide consistent analytic support.

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