

## HR GENERALIST

### Professional Profile

Responsible administrative support professional with extensive experience in Project Management and Finance environments. Organized and detail-oriented with strengths in project management and inventory control. Certified Professional in Human Resources (PHR) with additional state certification from US Armed Forces offering a 9 year HR career distinguished by commended performance and proven results. Extensive background in HR generalist affairs, including experience in employee recruitment and retention, staff development, mediation, conflict resolution, benefits and compensation, HR records management, HR policies development and legal compliance. Demonstrated success in negotiating win win compromises, developing teambuilding programs, and writing personnel manuals, corporate policies, job descriptions and management reports.

### Qualifications

Staff Recruitment & Retention Employee Relations Alternative Dispute Resolution (ADR) Benefits Administration HR Program/Project Management Orientation & OnBoarding HRIS Technologies Training & Development Performance Management Organizational Development HRIS applications (UltiPro, PeopleSoft Enterprise Human Resources, ADP) MS Office (Word, Excel, PowerPoint, Access, Outlook)

### Relevant Experience

- Improved department efficiency 80% through implementation of strategic workflow and process improvements. Managed major office relocation with only one day of downtime. Improved department efficiency 80% through implementation of strategic workflow and process improvements.

### Experience

HR Generalist 12/2004 to 01/2012 Company Name City , State

- Provides voice and data communications systems for small and midsize companies.
- 2004 present Recruited to help open new company HR branch in Germany guiding the startup and management of a full spectrum of HR operations, systems and programs.
- Worked with senior management to create HR policies and procedures recruit employees create group benefits databases and develop orientation, training and incentive programs.
- Manage leave of absence programs and personnel records administer benefits enrollment and programs administer HR budget and handle HR generalist workplace issues.
- Key Results: Played a key role in ensuring the successful launch of US Army office.
- Structured and implemented programs and policies in the areas of training, compensation structures, benefits packages, incentives and new employee orientation.
- Fostered a teamwork/open door environment conducive to positive dialogue across the organization.
- Personal efforts were cited as the driving force behind branch's employee retention rate of 89% within an industry where high turnover is the norm.
- Negotiated approximately 50 salary offers and dozens of sign on bonuses/relocation packages annually at both the exempt and nonexempt level.
- Brought workers' compensation program into full compliance.
- Instituted preferred providers list and trained managers and associates on procedures to follow in case of injury.
- Reduced benefits costs by 15% annually through meticulous recordkeeping and ensuring that company did not pay for benefits for which employees were ineligible.
- Wrote employee manual covering issues including disciplinary procedures, code of conduct, FMLA policy and benefits information.
- Introduced company's first formal performance review program, creating a flexible and well received tool that was later adopted company wide.
- Revised job descriptions across all levels and 50+ categories.
- Shadowed and interviewed employees to construct an accurate picture of the duties and skills required for each position.

Supervisor Company Name City , State

- Leading home healthcare company employing 4,500 professionals.

HR Representative Company Name

HR Assistant

- Promoted to fulfill a broad range of HR functions, including recruiting and training employees, administering benefits, overseeing disciplinary action and managing HR records.
- Cochaired annual flexenrollment meetings, resolved conflicts between employees and insurance carriers, coordinated health fairs to promote employee wellness and performed exit interviews.
- Key Results: Trained 25 member management team on interviewing techniques and best practices, conducting workshops and one on one coaching sessions that contributed to sound hiring decisions.
- Codeveloped company's first ever standardized disciplinary procedures and tracking system that insulated company from legal risk and ensured consistent and fair discipline processes.
- Devised creative and cost effective incentive and morale boosting programs (including special events and a tiered awards structure) that increased employee satisfaction and productivity.
- Reworked new hire orientation program to include HR information and company resources.
- Saved company thousands of dollars every month by reducing reliance on employment agencies.
- Brought the majority of formerly outsourced recruiting functions in house to reduce billable hours from 200+ to less than 15 per month.

## Education

Associate of Applied Science : Business Administration 2016 Ecotect Institute City , State , United States Worked concurrently during college as a sales rep and team supervisor for ABC Video Store.

## Affiliations

Complete ongoing training in the areas of compensation and benefits, employee and labor relations, leaves of absence, workers' compensation and workplace safety/security.

## Skills

ABC, ADP, ADR, benefits, Benefits Administration, budget, coaching, US Army databases, driving, Employee Relations, training employees, special events, senior management, hiring, home healthcare, HRIS, Human Resources, HR, insurance, legal, managing, meetings, Access, Excel, MS Office, office, Outlook, PowerPoint, Word, Enterprise, Organizational Development, PeopleSoft, Performance Management, personnel, policies, processes, Project Management, Recruitment, recruiting, sales, sound, Structured, supervisor, teamwork, Video, voice and data, workshops