

## CONSULTANT

### Highlights

- Employee relations
- Performance management strategies
- Excellent interpersonal and coaching skills
- Course Prep for SHRM-SCP (May 2017)
- Employee handbook development
- Event management
- Manager coaching and training
- Employee relations
- Hiring and retention

### Experience

Consultant Aug 2015 to Current

Company Name 1/4 City , State Create professional business presentations. Contacted new and existing customers to discuss how specific services could meet their needs. Developed innovative business plans and sales strategies for customers. Researched economic processing factors to determine the best process and sales strategies. Coordinated and managed major proposal processes from initiation to implementation responses. Formulated a comprehensive business plan complete with clear and actionable sales goals and targets. Analyzed client requirements, created a business plan and drove strategy development. Planned and negotiated media buys, including TV, radio, print and digital.

Director Apr 2012 to Aug 2014

Company Name 1/4 City , State Carefully selected, developed and retained qualified staff, as well as trained [number] new staff annually. Created annual goals, objectives and budget and made recommendations to reduce costs. Assisted in the design and execution of programs that contributed to a [%] growth of the organization in the [year] fiscal year. Administered, directed and coordinated the activities of the agency. Served as liaison between management, clinical staff and the community. Expertly planned, coordinated, organized and directed all operations of the agency. Actively maintained up-to-date knowledge of applicable state and Federal laws and regulations. Regularly evaluated employee performance, provided feedback and assisted, coached and disciplined staff as needed. Organized and led weekly personnel meetings with [number] team members. Developed and managed budget and revenue expectations while actively seeking ways to eliminate or reduce expenses. Revised policies and procedures in accordance with changes in local, state and federal laws and regulations. Created and implemented the exit and interview program process. Advised top management on appropriate employee corrective actions. Ran the bi-weekly payroll process.

Director Jul 2009 to Current

Company Name 1/4 City , State Created and implemented the exit and interview program process. Created and modified job descriptions within all departments. Facilitated monthly meetings to develop strategies that would positively influence workplace relationships. Maximized company revenue by [Action taken] . Identified key growth opportunities for the business through [Action taken] . Managed the day-to-day tactical and long-term strategic activities within the business. Reduced and controlled expenses by improving resource allocation. Represented the agency to government, funding and field sources at meetings and conferences. Addressed program and policy issues, developed best practices and improved service delivery. Created executive analysis reports highlighting business issues, potential risks and profit opportunities. Negotiated and reviewed business contracts and financial models with profitability and financial success in mind. Reviewed federal and state laws to confirm and enforce company compliance. Addressed inquiries from employees and management regarding new-hire activity and ongoing employee relation issues.

Human Resource Manager Jun 2007 to Sep 2009

Company Name 1/4 City , State Increased the employee base by [Number] % to meet changing staffing needs. Implemented an innovative employee incentive program, which resulted in a [Number] % increase in staff productivity. Recruited and interviewed [Number] applicants per [Time period] . Answered employee questions regarding [Topic] and [Topic] and resolved any issues. Advised managers on organizational policy matters and recommended changes. Conducted new employee orientation to foster positive attitude toward organizational objectives. Served as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems. Identified staff vacancies and recruited, interviewed and selected applicants. Directed personnel, training and labor relations activities.

Human Resource Assistant Jun 2003 to Sep 2007

Company Name 1/4 City , State Worked quickly and efficiently, with minimal oversight, to accomplish assigned duties. Improved accuracy of payroll journal entries by developing and implementing a payroll reconciliation tool. Accurately processed data, validation and transmission for weekly, semi-monthly and sale payrolls. Prepared and filed sales and use tax returns, telecommunications tax returns, gross receipts returns, franchise tax returns, annual reports and other miscellaneous filings.

### Education

Management Holmes Community College 1/4 City , State

Master of Science , Counseling Education and Education Psychology Psychology Mississippi State University Counseling Education and Education Psychology Psychology

Bachelor of Science , Business Administration College of Business and Professional Studies, Mississippi University for Women Business Administration

### Skills

Revamped the orientation process for all new hires, which was implemented company-wide. Successfully decreased staff turnover by [Number] % in [Number] months. Provided assistance in resume building, training, and career path development. Reduced employee turnover by 10%. Created [Number] -week virtual training sessions for a [Program type] certification program.

### Qualifications