

REGAL RESUMES

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PROFESSIONAL OVERVIEW

Dynamic, proactive, and people-driven professional with more than 15 years of human resources experience, including nine years managing a fast-paced HR function. Proven ability to provide critical support in the development and implementation of HR strategies that achieve results.

Areas of Expertise

- Employee Relations
- Performance Management
- Onboarding & Training
- HR Policies & Procedures
- Team Building & Leadership
- Recruitment & Retention
- Relationship Management
- Occupational Health & Safety
- Conflict Resolution

CAREER HIGHLIGHTS

Training & Development:

- Organized new employee training and staff development for groups and individuals. Educated employees on Occupational Health and Safety issues to ensure a consistent uphold of store standards.
- Initiated continuous learning within the organization and encouraged others to take part in the course options offered to employees.
- Challenged and motivated staff with effective coaching and feedback and ensured that all were comfortable in their roles and cross-trained to help wherever needed.
- Motivated to grow professionally within the organization, resulting in promotion from Assistant Supervisor role to Human Resources Manager.

Recruitment:

- Conducted interviews for new hires and managed the new-employee orientation, which included development of more than 45 courses.
- Mentored new hires by teaching practical examples to employees for best customer services practices and profitable results.
- Decreased average recruitment time from four (4) weeks to three (3) weeks with integration of new recruitment database and procedures.
- Trained managers in effective recruitment, hiring, training, recognition programs, and performance appraisal system.

Payroll & Policies:

- Managed administration for compensation and benefits programs for all employees and management.
- Updated and monitored store policies and procedures and ensured that communications were delivered enthusiastically to all team members.
- Balanced payroll and budget amounts for store location known for continuously going over in budgeted expenses.
- Commended by management and direct reports for consistent work ethic, motivation, and strategic policy development and implementation.

EMPLOYMENT HISTORY

COMPANY, Location **[year–year]**
Company Description Company Description Company Description Company Description Company Description
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Human Resources Manager / Services Supervisor **[year–year]**
 Accountable for the execution of HR programs, recruitment, orientation, training, and improving store standards with the delegation and management of 30 direct reports; reported to store manager.

Assistant Supervisor **[year–year]**
 In-charge of paying invoices, office receivables, inventory, mark-up and markdowns, debit transfers, write-offs, and in-company programs and promotions; reported to service manager.

PREVIOUS POSITIONS

COMPANY, Location

- Office Supervisor **[year–year]**
- Customer Service Supervisor **[year–year]**
- Customer Service Representative **[year–year]**
- Cashier **[year–year]**

EDUCATION

University Name, Location

- Human Resources Management Certificate

Association Name, Location

- Certified Human Resources Professional Designation

University Name, Location

- Bachelor of Arts degree, Psychology

