

## Client Name

Contact information

## Summary of Qualifications

I am a bilingual Human Resources Manager whose advocacy on behalf of employees has led to high levels of satisfaction, retention and productivity. A true generalist, I built a HR practice from the ground up, and am adept at scaling the function to align with corporate growth and changes to headcount. My successes have been achieved through listening, observing, and learning about an organization in order to understand what makes it unique. Member SHRM.

## Career Highlights

- Built Company Name's first Human Resources department from the ground up by implementing HR policies, training, compensation analysis, recruitment strategies, onboarding, benefits & payroll functions
- Enacted rapid response for COVID-19 business continuity planning in collaboration with IT to facilitate telecommuting for every employee
- Developed low-cost, high-value recruitment strategy by bringing recruitment in-house & focusing on incentivized employee referrals, promoting interns, & partnering with colleges, as well as instilling a culture of diversity & inclusion
- Implemented 5-step conflict resolution training for managers that improved outcomes
- Persuaded management to subsidize new employee training & development program
- Implemented Company Name's first performance review procedures that improved employee engagement & line manager feedback
- Implemented employee relations initiatives that strengthened the employer brand via employee satisfaction surveys, addressing feedback, & developing recognition programs
- Achieved record for zero harassment lawsuits by establishing a transparent legal process & conducting sensitive internal investigations
- Improved morale among non-exempt production team by providing access to confidential feedback & instituting an in-house Employee Assistance program
- Managed Human Resources matters during acquisition of California-based company that addressed challenges of cultural differences, disparities in compensation/benefits & layoffs of redundant staff

## Professional Experience

**Company Name**

2011-present

**Human Resources Manager**

- Manage 2 direct & 80 indirect reports (15 contractual employees) for 4 subsidiaries located in NY & CA
- Advise president, COO & CFO on best practices in HR that align with Company goals
- Conduct ongoing assessments of HR activities to identify areas to update in employee handbook
- Ensure compliance with state & federal employment regulations (OSHA, EEOC, FLMA)
- Write offer letters, non-competes, non-disclosure & confidentiality agreements, & lead onboarding for new hires
- Negotiate health, dental, life, disability, vision insurance & retirement plans with providers
- Administer employee recognition incentives, benefits & performance assessment programs
- Document leave requests for short-term/long-term disability, personal leave, & Workers Compensation claims
- Coordinate 401(k) seminars with financial advisors & provide plan administrator with census & company match reporting

- Negotiate relationships with headhunters to reduce placement expense for senior executives from 25% - 15%
- Process semi-monthly payroll for 80 employees (update employee demographics, benefits, entering new hires, terminations, salary adjustments, terminations, garnishments & bonuses), while staying abreast of payroll regulations
- Lead recruitment efforts, sourcing candidates via e-recruitment, job fairs, internships & conducting initial interviews & background checks
- Deliver training on harassment, anti-discrimination & workplace safety that reinforce a collaborative culture of trust & accountability
- Conduct exit interviews to assess potential areas for continuous improvement
- Write job descriptions for openings from c-suite to non-exempts positions by interviewing hiring managers & employees to develop complete assessment of each role
- Maintain organization charts to reflect reporting structure & inform succession planning

### **Company Name**

2005 - 2011

### **Human Resources Manager**

(promoted twice to positions of increasing responsibility)

- Managed Human Resources generalist functions for 130 employees to administer onboarding, training, benefits, compensation analysis & employee relations programs
- Processed weekly payroll for exempt and non-exempt employees
- Re-vamped onboarding process by personalizing new hire documents, hosting one-on-one meetings with HR to discuss training opportunities & hosting Welcome Lunch to discuss company culture
- Worked closely with hiring managers to recruit for positions company-wide by sourcing candidates, conducting interviews, background checks, as well as assisting legal counsel with H1b, J1, & L1 visas
- Monitored compliance with FLSA, EEOC, ADA, HIPAA, COBRA, FLMA
- Negotiated salary, sign-on bonuses, relocation packages for exempt/non-exempt employees
- Developed incentive & employee recognition programs that enhanced employee satisfaction & boosted productivity
- Updated Employee Handbook to address procedural & benefits changes

### **Certifications**

Essentials of Human Resource Management; Total Rewards Management: Compensation; Benefits, & Company Culture; Social Media for the HR Professional (Pace University)

Payroll Fundamentals (PayTrain)

Professional Human Resources Management (SHRM-CP/SCP)

California HR: Applying CA Law to Employment Practices

### **Software**

MS Office (Word, PowerPoint, Excel, Outlook); Adobe Acrobat XL; Paychex HR Online; Paychex; ADP Workforce Now V.16; CTRNY - Attendance Enterprise

### **Education**

Pace University

B.A. - Psychology