

Jonathan Burns

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HUMAN RESOURCES GENERALIST

- **Certified Professional in Human Resources (PHR)** with additional state certification in California (PHR-CA) offering a 14-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.

HR SKILLS

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|----------------------------|----------------------------------------|------------------------------|
| ■ HR Department Startup | ■ Staff Recruitment & Retention | ■ Orientation & On-Boarding |
| ■ Employment Law | ■ Employee Relations | ■ HRIS Technologies |
| ■ FMLA/ADA/EEO/WC | ■ Alternative Dispute Resolution (ADR) | ■ Training & Development |
| ■ Mediation & Advocacy | ■ Benefits Administration | ■ Performance Management |
| ■ HR Policies & Procedures | ■ HR Program/Project Management | ■ Organizational Development |

PROFESSIONAL EXPERIENCE

ABC COMPANY – Los Angeles, CA

Provides voice and data communications systems for small and mid-sized companies.

HR Generalist, 2002 to Present

Recruited to help open new company branch in Los Angeles, 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 Los Angeles 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.

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PROFESSIONAL EXPERIENCE (CONTINUED)