

Jonathan Burns

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HUMAN RESOURCES GENERALIST

- I **Certified Professional in Human Resources (PHR)** with additional state certification in California (PHR-CA) offering a 14-year HR career distinguished by commendable performance and proven results.
- I **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.
- I **Demonstrated success in negotiating win-win compromises**, developing teambuilding programs, and writing personnel manuals, corporate policies, job descriptions and management reports.

HR SKILLS

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

- I 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.
- I 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.
- I Negotiated approximately 50 salary offers and dozens of sign-on bonuses/relocation packages annually at both the exempt and nonexempt level.
- I Brought workers' compensation program into full compliance. Instituted preferred providers list and trained managers and associates on procedures to follow in case of injury.
- I Reduced benefits costs by 15% annually through meticulous recordkeeping and ensuring that company did not pay for benefits for which employees were ineligible.
- I Wrote employee manual covering issues including disciplinary procedures, code of conduct, FMLA policy and benefits information.
- I Introduced company's first formal performance review program, creating a flexible and well-received tool that was later adopted companywide.
- I 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)