

## HUMAN RESOURCES MANAGER

### PROFILE

Proactive professional with several years of human resource, management and supervisory experience. Proven abilities in organizing management workflow and using a proactive approach to problem solving. Demonstrate commitment to leadership through positive contributions in boosting employee morale, improving retention and productivity rates, and streamlining policies and procedures. Possess strong communication, interpersonal, public relations, and leadership abilities.

### KEY EXPERTISE

- Staff Recruitment & Development
- Quality & Performance Management
- HR Policies, Processes & Procedures
- Compensation Administration
- Mentoring/Work-Life Balance Programs
- Leadership Coaching & Counseling
- Change & Conflict Management
- Employee Relations

### RELATED EXPERIENCE

- Administered compensation, benefits and performance management systems, and safety and recreation programs.
- Identified staff vacancies and recruited, interviewed and selected applicants.
- Performed difficult staffing duties, including dealing with understaffing, refereeing disputes, firing employees, and administering disciplinary procedures.
- Analyzed and modified compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
- Planned, directed, supervised, and coordinated work activities of subordinates and staff relating to employment, compensation, labor relations, and employee relations.
- Analyzed training needs to design employee development, language training and health and safety programs.

### OTHER EXPERIENCE

PALMER BROS. LAWN CARE • BIRMINGHAM, AL

MANAGER/OWNER

2003-2006

- Managed and directed the lawn care business for 3 years, handling the advertising and marketing of the company.
- Oversaw daily operations of the business and ensured customer satisfaction and delivery of service in timely manner.
- Formulated strategies to make the business more profitable.

JOHNNY RAY'S BBQ • BIRMINGHAM, AL

MANAGER

2004

- Supervised, hired and trained staffs, as well as organized work schedules.
- Resolved customer complaints and ensured delivery of quality customer service.
- Ensured compliance of restaurant with health and safety regulations.

BIRMINGHAM PUBLIC LIBRARY ARCHIVES

JUNIOR ARCHIVIST

SPRING 2003

- Archived photos from historic Homewood, Mtn. Brook, and Vestavia, a sub-division of Birmingham that is rich in architecture.
- Ensured that all information was entered accurately into the master computer by matching photos with correct information.

SOUTH EASTERN DISTRIBUTORS

WEBMASTER

2004

- Single-handedly updated all data, as well as developed and built the web site.
- Designed and developed ads for selling restaurant equipment.

### EDUCATION

Bachelor of Arts in History; Minor in Criminal Justice • 2003  
University of Alabama, Birmingham, AL