

# AMY BROWN

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## HUMAN RESOURCES MANAGER

### QUALIFICATIONS PROFILE

**Visionary, employee-focused, and growth-driven professional, offering wide-ranging experience in all aspects of human resources operations.** Highly skilled at developing and implementing HR strategies by establishing department accountabilities, staffing, and employment processes. Known for adeptness in screening potential applicants, preparing employee reports, and facilitating performance reviews to drive employee's professional growth. Strategic leader with a positive attitude to work well in complex situations and easily adapt to challenging work environments. Equipped with articulate communication and interpersonal aptitudes in building relationships with diverse levels of individuals.

### AREAS OF EXPERTISE

Human Resources Planning  
Personnel Development and Training  
Recruitment, Hiring, and Onboarding Support  
Program Development and Implementation

Workers' Compensation and Benefits Management  
Employee Engagement  
Continuous Process Improvement  
Rapid Conflict Resolution

### RELEVANT EXPERIENCE

ABC, CITY, STATE

#### Human Resource Manager

Apr 2019–Present

- Provide oversight to daily HR operations, including recruitment, selection, and onboarding of new personnel; resolution of unemployment and worker's compensation issues; and processing of system access requests
- Cultivate positive relationships with clients and other business partners through open communication
- Strategically supervise a team to render hands-on assistance to employees regarding general HR administrative matters, including responding to questions and standard policy/procedural information
- Resolve problems related to employment, pay and benefits, administration, and employee relations

#### Human Resource Generalist

Apr 2018–Apr 2019

- Functioned as liaison between employees and management to promote positive work environment
- Participated in performance review process while presenting information regarding process, policies, job duties, and process for promotion to employees and managers
- Handled the recruitment for open positions by conducting full life cycle of recruiting activities, which included sourcing and screening applicants, maintaining recruiting systems, writing offer letters, following up with candidates, assisting hiring managers, and reporting recruiting statistics
- Observed strict compliance with applicable employment laws and regulations
- Conceptualized and administered employee recognition and rewards programs
- Employed analytical skills in addressing workers' compensation and unemployment claims

#### Human Resource/Recruiting Coordinator

Sep 2017–Apr 2018

- Functioned as applicant tracking systems (ATS) Paycom administrator, as well as HR operations administration for XYZ location
- Held responsibility in performing full life cycle recruiting for hourly warehouse positions and coordinating new hire paperwork and orientation
- Rendered assistance to employees by responding to their questions and research