

Your Name

Address • Town, Post Code • Phone • Email

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.