

Eveline Pfeffer

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EXPERIENCE

HEAD OF HR

Houston, TX

10/2016 – present

- Set objectives, manage performance management and development planning in the business
- Take full management of the company's talent identification and management frameworks
- Coach and support managers on employee relations, performance management and succession planning
- Provide excellent operational management in all elements of HR including; Recruitment, Talent Management, Compensation & Benefits, System Implementation etc
- Develop and maintain excellent working relationships in internal and external networks
- Manage employee data and provide statistical reporting
- Provide management and coaching to the HR team

HR DELIVERY SPECIALIST

Phoenix, AZ

01/2011 – 08/2016

- Create the Learning Item for the employee to register and get approval from the manager in the LMS
- Coordinates with global training network, Talent Management SMEs in the regions/business units and group functions on a regular basis
- Performs second line support for employees and operational line managers
- Manages the class roster and monitors enrollment, and provides status updates to stakeholders
- Makes the initiative for escalating issues to the relevant parties and demanding improvements of tools, routines and processes
- Ensures the accuracy of the tasks and processes being performed in the HRIS
- Provide functional expertise

HR CO-ORDINATOR

Houston, TX

11/2003 – 09/2010

- Collaborate with others in order to make recommendations for developments of established processes and procedures
- Continually streamline and improve processes to enhance workflow and efficiency and improve quality of output and optimise use of time
- Providing monthly HR reporting including key HR metrics and leave management to the Division Head and responding to ad hoc report requests
- Support HR Managers and Directors on day-to-day tasks and specific project work as directed
- Manage HR Management System with all staff details
- Providing guidance to our managers and employees on a range of HR policies and processes
- Performing exit interviews and managing exit data to provide insights to the business on departure trends

EDUCATION

BRIGHAM YOUNG UNIVERSITY

Bachelor's Degree in Human Resources

SKILLS

- Strong interpersonal skills. Ability to communicate with confidence and ability to influence at all levels, and build effective working relationships
- Ability to establish strong relationships at all levels and across geographies throughout the organization and cross-functionally
- Strong analytical and problem solving skills with proven ability to organize and analyze data, using HRIS systems for reporting
- Able to deal well with ambiguity with ability to prioritize and focus
- Intermediate Excel skills - ability to perform Pivot Tables and V-Look-ups
- Strong Generalist HR/L&D background and well rounded technical capability
- Proven leadership skills with the ability to build relationships and trust quickly
- Excellent interpersonal skills and the ability to build effective, lasting relationships
- Demonstrable experience of implementing solutions to developing talent in an organisation
- Good interpersonal and influencing skills as well as collaborative mindset and willingness to learn