NAME

City, State, Zip | Phone #
Email

HUMAN RESOURCES / TRAINING AND DEVELOPMENT PROFESSIONAL

Visionary professional who achieves unprecedented results through innovation, initiative and resourcefulness. Thrives in ambiguous circumstances with minimal direction and resources; strong ability to gather and compile best practices from throughout the organization. A natural relationship builder who enrolls others to support positive change.

COMPETENCIES

Training, Development, Coaching	Presentation, Facilitation, T4T	Instructional Design / ADDIE
Performance Management	Diversity & Inclusion	Succession Planning
Multi-Unit HR Partner	Program Development	Change Management
Recruitment & Retention	Retail Operations	Sales / Service & Marketing
Process Improvement	Policies & Procedures	Employee Relations & Engagement

SELECTED ACCOMPLISHMENTS

➢ Consistently "do more with less" in one of Confidential Large Retailer's smallest, fastest-paced and most productive HR Development teams, serving the largest division in the company. Play key role in division's success in producing more proficient retail leadership graduates than any other division.

➢ Earned Top Performer Award for streamlining Retail Leadership Development Program selection process by three months, enabling over-delivery on formerly unattainable goal of 100 graduates annually.

➢ Designed, developed and delivered training that led to highest-ever increase in sales in 50-year history of Confidential Large Apparel Company.

➢ As Manager of Training, Development and Customer Service for Confidential, developed several new training and HR programs that led to significant increases in morale and performance during a time of intense organizational change.

PROFESSIONAL EXPERIENCE

CONFIDENTIAL LARGE RETAILER, INC., City, CA   **2005 – Present**

Human Resources Representative – Management and Diversity, Western Division (2007 – Present)

Collaborate with management to achieve staffing, training, diversity, sales and operational goals in largest division of Fortune 100 corporation. Work closely with division leadership in performance management, leadership development and succession planning. Design and develop curricula for managers and sales staff. Serve as Program Lead for Leadership Development Program, Administrator for Diversity Leadership Board, and Continuing Education Liaison. Intermittently supervise two HR specialists and three generalists.

➢ Direct, manage and facilitate Advanced Retail Career Development program for high-potential assistant managers.

    o Trained 500 managers to date, significantly reducing store manager vacancies.

    o Maintain high success rate for the division: 98% of graduates are promoted compared to 85% in other divisions.

➢ Maintain reputation as first choice of directors and managers for presenting and facilitating, particularly for topics requiring excellent interpersonal skills. Sole trainer sent to Hawaii for past three years in recognition of outstanding cultural sensitivity.

➢ Earned recognition from company president for dedication and excellence in auditing and coaching on the sales floor during major sales initiative.

➢ Tripled participation in health challenge program. Achieved results through marketing, incentives, and recruiting all 12 division directors to support the initiative.

Human Resources Development Specialist – Retail Leadership Development Coordinator (2005 – 2007)

Managed extremely complex, fast-moving, award-winning Retail Leadership Development Program for field personnel. Managed recruitment, selection, evaluation and placement. Planned and directed work schedules and special projects including job