

Jonathan Burns

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HUMAN RESOURCES / RECRUITMENT OFFICER

- ♦ **Certified Professional in Human Resources (PHR)** with additional state certification in NSW (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 |
| ♦ Mediation & Advocacy | ♦ Alternative Dispute Resolution (ADR) | ♦ Training & Development |
| ♦ HR Policies & Procedures | ♦ Benefits Administration | ♦ Performance Management |

PROFESSIONAL EXPERIENCE

ABC COMPANY — Example City, Country

Provides voice and data communications systems for small and mid-sized companies.

HR Officer, 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 OH&S 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.

PROFESSIONAL EXPERIENCE (CONTINUED)

DEF COMPANY — Example City, Country

Leading home healthcare company employing 4,500 professionals.

HR Representative, 1997 to 2002

HR Assistant, 1995 to 1997

Promoted to fulfill a broad range of HR functions, including recruiting and training employees, administering benefits, overseeing disciplinary action and managing HR records. Co-chaired annual flex-enrollment meetings, resolved conflicts between employees and insurance carriers, coordinated health fairs to promote employee wellness and performed exit interviews.

Key Results:

- ◆ Trained 25-member management team on interviewing techniques and best practices, conducting workshops and one-on-one coaching sessions that contributed to sound hiring decisions.
- ◆ Co-developed company's first-ever standardized disciplinary procedures and tracking system that insulated company from legal risk and ensured consistent and fair discipline processes.
- ◆ Devised creative and cost-effective incentive and morale-boosting programs (including special events and a tiered awards structure) that increased employee satisfaction and productivity.
- ◆ Reworked new-hire orientation program to include HR information and company resources.
- ◆ Saved company thousands of dollars every month by reducing reliance on employment agencies. Brought the majority of formerly outsourced recruiting functions in-house to reduce billable hours from 200+ to less than 15 per month.

EDUCATION & CERTIFICATIONS

EXAMPLE STATE UNIVERSITY — Example Country

Bachelor of Arts (BA) in Psychology (with honors), 1994

Activities: Worked concurrently during college as a sales rep and team supervisor for ABC Video Store.

HR Designations:

- ◆ PHR-CA (Professional in Human Resources with CA state-specific certification), 2001
- ◆ PHR (Professional in Human Resources), 1999

OF NOTE

Professional Development:

- ◆ Complete ongoing training in the areas of compensation and benefits, employee and labor relations, leaves of absence, workers' compensation and workplace safety/security.

Affiliations:

- ◆ Society for Human Resource Management (SHRM)
- ◆ Staffing Management Association (SMA) of Example State

Computer Skills:

- ◆ HRIS applications (UltiPro, PeopleSoft Enterprise Human Resources, ADP)
- ◆ MS Office (Word, Excel, PowerPoint, Access, Outlook)