

Professional Summary

Results-driven HR leader with 10+ years of experience in talent management, customer service, and team leadership. Proven track record of driving organizational growth and employee satisfaction through strategic HR initiatives.

Professional Experience

Senior Director of Human Resources (HR10)

Inazuma.co | January 2018 - Present

HR Manager (HR7)

NovaTech Inc. | June 2015 - December 2017

Key Achievements:

- Improved employee retention by 25% through targeted engagement initiatives
- Developed and implemented a performance management system, resulting in a 15% increase in productivity

Responsibilities:

- Managed a team of 3 HR coordinators
- Coordinated recruitment efforts for key positions
- Provided HR support for a team of 150 employees

HR Generalist (HR5)

Pinnacle Solutions | March 2012 - May 2015

Key Achievements:

- Successfully implemented a company-wide training program, resulting in a 20% increase in employee satisfaction
- Reduced time-to-hire by 30% through process improvements

Responsibilities:

- Provided HR support for a team of 50 employees
- Assisted with recruitment and onboarding processes
- Maintained accurate HR records and reports

HR Coordinator (HR3)

Apex Corporation | January 2010 - February 2012

Key Achievements:

- Assisted in the development of a comprehensive employee handbook
- Coordinated company-wide events and activities

Responsibilities:

- Provided administrative support to the HR team
- Maintained employee records and databases
- Assisted with benefits administration

Education

Master of Business Administration (MBA)

Harvard University | 2009

Relevant Coursework:

- Organizational Behavior
- Human Resource Management
- Strategic Management

Technical Skills

Productivity Software:

- Microsoft Office
- Google Suite

Customer Service Tools:

- Zendesk
- Freshdesk

Management Software:

- Workday
- BambooHR

Other:

- Project Management (Agile, Scrum)
- Data Analysis (Excel, Tableau)