

Professional Summary

Results-driven HR professional with 10+ years of experience in administration, operations, and hospitality management. Proven track record of efficiently coordinating operational works, maintaining accurate records, and providing exceptional hospitality services. Seeking to leverage my expertise to drive organizational excellence in a senior leadership role.

Professional Experience

Senior HR Manager (HR10)

Inazuma.co | January 2020 - Present

HR Manager (HR8)

NexaCorp | June 2018 - December 2019

Key Achievements:

- Streamlined operational processes, resulting in 30% reduction in administrative costs
- Developed and implemented a comprehensive employee onboarding program, increasing new hire satisfaction by 25%

Responsibilities:

- Managed a team of 3 administrative staff
- Coordinated company-wide events and training sessions

HR Generalist (HR5)

Pinnacle Solutions | March 2015 - May 2018

Key Achievements:

- Improved employee retention by 20% through effective conflict resolution and employee engagement initiatives
- Assisted in the development of a performance management system, resulting in a 15% increase in employee productivity

Responsibilities:

- Provided administrative support to the HR team
- Maintained accurate and up-to-date employee records

Administrative Assistant

Apex Industries | January 2012 - February 2015

Key Achievements:

- Successfully coordinated a company-wide relocation, ensuring minimal disruption to business operations
- Developed and implemented a filing system, increasing document retrieval efficiency by 40%

Responsibilities:

- Provided administrative support to the management team
- Managed the front desk and handled visitor inquiries

Education

Master of Business Administration (MBA)

Harvard University | 2012

Relevant Coursework:

- Human Resource Management
- Organizational Behavior
- Business Administration

Technical Skills

Administrative Tools:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Slides, Gmail)

HR Software:

- Workday
- BambooHR
- ADP Workforce Now

Operational Management:

- Process Improvement
- Project Management
- Time Management

Hospitality Management:

- Event Planning
- Travel Coordination
- Customer Service