

## 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