August 18, 2019

Dear Hiring Manager,

If you are searching for an experienced Human Resources professional that shares the values of your organization: collaborating in a team environment; displaying strong ethics and acting with associates to ensure business continuity; resolving critical issues using the appropriate mixture of administrative experience and practical knowledge, problem solving in a dynamic and changing working setting!

# Then please find enclosed my resume for a position of Human Resources Manager. My current responsibilities as a Human Resources Manager at Gate Gourmet Miami include support to all HR activities in multiple sites. This includes but not limited to areas such as, conducting investigations, performance management, developing and coaching successions plans, organizational development, staffing, conducting employee engagement surveys, counseling, working together with management in the administration of HR issues including action plans, resolving issues, talent and maintaining consistency among the application of policies and procedures and representing the company regarding claims and / or legal issues. Furthermore, responsible for creating a positive employee relations climate. I have a proven track-record for achieving high quality, timely and successful results as an individual and within a team. Also, I am proficient in developing interpersonal relationships. I am computer literate; possess excellent oral and writing skills in both English and Spanish.

During the development of my career, I have gained experience in other aspects within the administration of human resources which includes: elaboration, development and implementation of human resources/personnel management policies and procedures; strong knowledge and experience in the coordination and delivery of employee training and development programs; and acquired strong experience in recruitment activities, compensation, benefits and payroll, supervising and administering occupational safety and health programs among other Human Resources functions.

In addition to the talents and skills mentioned above, I also possess other professional and personal competencies such as:

• Able to communicate ideas and aspects in a clear and concise manner

• Able to transform knowledge into practical applications to support business goals

• Proficient capability to partner with team leadership for aligning strategies

• Very service oriented (i.e., maintain high level of customer focus)

• Flexibility and ability to work independently by taking a strong sense of ownership

• High level of initiative, self-development, commitment, critical of details and result driven

• Ability to provide balanced feedback while remaining calm and effective under pressure

• Possess strong experience and practical knowledge in applying safety and health federal regulations

• Training and knowledge of Six-Sigma and Lean principles in the application of service operations.

If my work experience is convenient for your position, then I would welcome the opportunity to discuss my qualifications with you. Please call me or leave message at 787-415-6950 (mobile). Thank you and looking forward to speaking to you soon.

Sincerely,

Loraine Rosa

**Loraine Rosa**

**14241 SW 91 ST**

**Miami, FL 33186**

**(787) 415-6950**

**E-mail: rosaloraine@aol.com**

## PROFILE

Human Resources professional seeking a challenging Human Resources position within a prestigious organization. Experience in all HR functions with emphasis in employee relations. This includes but not limited to areas such as, conducting investigations, performance management, developing and coaching successions plans, talent and organizational development, staffing, management of benefits and compensation, action plans, maintaining consistency among the application of policies and procedures and representing the company regarding claims and / or legal issues. I have a proven track-record for achieving high quality, timely and successful results as an individual and within a team. I am proficient in developing interpersonal relationships and capable to partner with team leadership for aligning strategies. In addition, able to transform knowledge into practical applications to support business goals.

## EXPERIENCE

**Gate Gourmet,**

**Human Resources Manager (2012 - current)**

Reporting to the Regional HR Director, responsible for all Human Resources activities in the Miami, Fort Lauderdale, West Palm Beach and Jacksonville Units. Provide advice, assistance and follow-up on company policies and procedures. Responsible for all HR functions and the implementation of the corporate HR strategic plan. Provide HR guidance and expertise to GM and management team. Direct and lead all Human Resources activities such as employee relations, Union mediator, investigations, employment recruiting, compensation, benefits, organization development, payroll and training. Act as a partner to senior regional leadership in recommending HR strategies to achieve overall business goals.

# Baxter Healthcare of Puerto Rico, P.O. Box 1389, Aibonito, Puerto Rico 00705

**Human Resources Senior Supervisor (April 2007 to June 30th, 2010)**

Provided support within the human resources department at the Aibonito plant site and the Catano Distribution Center (reporting to the HR Director). I was responsible for multiple areas such as the implementation of the corporate HR strategic plan. This included HR functions such as employee relations, legal issues, development and implementation of corporate and local policies and procedures, performance management, employee engagement, recruitment process, training and development. I provided support to the benefits, compensation process and the Occupational Safety & Health programs. I am committed to ensure company’s compliance and adherence to state, federal, corporate laws and requirements.

Furthermore, I was responsible for the evaluation of employee / management complaints and issues; conducted investigations, provided management coaching in setting objectives and appraisal for their employees and on how to handle conduct issues and administer disciplinary actions. Managed and ensured compliance and adherence to code of conduct, ethics policy and EEO. Assist management in the development of HR strategy to develop employees, create a positive employee relations climate through employee round table meetings and surveys. Was part of the staffing process. Ensured policies and procedures were consistently applied. I was responsible for creating a positive employee relations climate at our plant site of approximately over 1,000 employees operating 24/7.

# Kimberly-Clark Int., Guaynabo, PR

**Human Resources Supervisor (April 2002 to April 2007)**

I provided support within the HR department and to the Operations Manager. Responsibilities included: leading, planning, organizing and controlling of HR functions. These included specific tasks such as but not limited to: recruitment, termination’s, benefits, compensation (pay roll), performance appraisals, labor industrial relations, training and development programs, legal issues, security, compliance with federal and local law employee relations, occupational safety and health.

**Flexible Packaging Group, PO Box 4321 Bayamón Gardens Station, Bayamón PR 00958**

**Human Resources Manager (August 1996 - March 2002)**

I oversaw the corporate human resources department. Responsible of all HR functions for the eight plants. Was a key player in developing, optimizing and implementing the human resources departmental structure and procedures for the plant sites. Directed all Human Resources related issues for ISO requirements and was an active team member for the company to successfully receive ISO certification. I was responsible for the compensation and payroll process.

**Millipore Cidra , Inc., PO Box 11977, Cidra, Puerto Rico 00739-1977**

**Human Resources /Safety and Health Administrator, Human Resources Department** **(July 1993 –July 1996)**

Within the Human Resources Department, had the responsibility to administrate employee relation and conflict solving program and developed and coordinated a training and development programs, supervised Medical Infirmary among other HR responsibilities. I planned developed and implemented a comprehensive occupational safety and health program for the entire manufacturing facility by partnering with site environmental engineer.

**Interamerican University, Central Administration, PO Box 363255, San Juan PR 00936**

**Director Occupational Safety and Health Office (1991-1993)**

Recruited, selected, appraised, provided support to compensation and trained personnel assigned to the health, safety, insurance and security duties in the eleven academic units and the central administration. Developed and implemented affirmative action programs. Planned, developed, implemented and delivered training (health, safety, security and insurance) programs. Responsible for developing and implementing the occupational safety, health, environmental and affirmative action programs for the eleven academic units and the central administration. I contributed to ensure compliance with applicable federal and state labor laws. Managed and administered the budget to various programs.

**VA Medical Center, One Veterans Plaza, San Juan, PR 00627**

**Safety and Health Specialist (1990-1991)**

Interpreted and enforced regulations and guidelines concerning the safety and health of patients, employees and visitors. Provided consultation and technical expertise on all matters related to occupational safety, health and fire protection for multiple professional, scientific and administrative services. Worked directly with management and labor representatives in a regulatory and compliance capacity to ensure compliance with all occupational safety, health and fire protection laws.

**Department of Labor and Human Resources, Occupational Safety and Health Office**

**Hato Rey, PR, 00923. Compliance Safety and Health Officer, Industrial Hygienist (1986- 1990)**

I conducted a variety of workplaces inspections for the detection, evaluation and control of occupational health and safety hazards. Examined work environments with the purpose of obtaining full details of the nature of the work, materials, equipment and products used. Perform industrial hygiene monitoring and the interpretation of obtained results. Ensured the enforcement of the occupational safety and health regulations and programs.

**EDUCATION**

1. Masters in Business Administration, majoring in Human Resources, Inter-American University, Metropolitan Campus.
2. Bachelors of Science (Nutrition and Dietetics), University of Puerto Rico, Rio Piedras Campus