

Cynthia L. Palmreuter

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Objective

To obtain a part or full-time position as a Recruitment Specialist and/or HR Generalist.

Summary of Qualifications

- *Twelve years of solid recruiting experience in a variety of industries.*
- *Eight years of technical recruiting experience.*
- *Four years of HR Generalist-level experience.*
- *Experience starting and running both a retail and recreation business.*

Knowledge, Skills and Abilities

- Excellent researching abilities.
- Strong relationship-building skills.
- Strong written and oral communication skills.

Computer/Internet Skills

- Experienced in the complete Microsoft Office suite of products including Word, Excel, PowerPoint, Publisher and Visio.
- Experience with Adobe Acrobat Pro
- Experience with social media website recruiting, marketing and networking with LinkedIn, Facebook and Twitter.
- Experience posting positions to and recruiting candidates from a variety of recruitment websites including LinkedIn, Indeed.com, ZipRecruiter and Monster.com.
- Well-versed in a variety of applicant tracking systems including CATS, Resumate, and most recently, HRM.

Work Experience

HUB International Grand Rapids, MI

Human Resource Compliance Specialist/

HR Consultant

July 2015 – Present

HUB International, Inc. is an international insurance brokerage firm. The Midwest-East branch office in Grand Rapids houses the Employee Benefits group, in which I am a part of the Human Resource Compliance Team. The Compliance Team is responsible for the oversight of its clients' HR compliance efforts. Due to an overwhelming need for onsite consultant activity, we are currently in the process of building a team of compliance consultants.

➤ *Executive Placement:*

I am currently exclusively responsible for filling senior-level Human Resource Manager positions at our current employee benefits clients' locations. These positions are for both vacant roles, as well as newly-created positions within a variety of small to mid-sized organizations.

- Utilizing my extensive background in placement, I effectively created a brand new revenue stream for the company shortly after I was hired. With limited resources to recruit from, I was able to recruit a senior-level Human Resource Manager for one of HUB's employee benefits clients and place this individual within 6 weeks from start to finish, earning the company over 13k in direct hire fees.
- Identified a second Human Resource Manager candidate two days prior to obtaining the contract with the client; again, earning the company over 13k in direct hire fees.
- Created all customized templates including, but not limited to, contracts/statements of work, proposals, interview sheets, reference checking forms and candidate profile templates.

➤ *Human Resource Consulting:*

Some examples of my past and current projects include but are not limited to, the following:

- Transitional Consulting (ensure HR compliance prior to filling the HR Manager role, assisting the new manager with the transition into the new role and follow-on audits to ensure successful integration)
- Background Checking Projects (4 projects to date)
- FMLA/Leave Management Administration (1 ongoing project)
- I-9 Compliance (1 ongoing project)

➤ *Other Ongoing Responsibilities:*

- Administration of employee benefits clients' Form 5500's
- Creation of all templates, forms, contracts, etc.
- Development of all compliance toolkits for consultancy
- Development of compliance-related training programs
- Process development for all consulting and recruitment initiatives
- Employee handbook reviews for employee benefits clients
- Human resource department compliance audits

Rockford Construction Grand Rapids, MI

Human Resources Coordinator

January 2014 to April 2015

Primary Duties:

- Involved in the day-to-day administration of policies and programs involving recruiting, compensation and benefits, training, employee relations, safety, and personnel research.
- Assisted in the recruitment, development and retention of all Rockford team members.
- Assisted in the research, selection and administration of a new Human Resource Information System and Applicant Tracking System (Paylocity).
- Recommended new approaches, policies, and procedures to effect continual improvements in efficiency of department and services performed.
- Performed ongoing research projects which require extensive knowledge in Human Resources law, utilizing my knowledge and understanding of basic and advanced principles in Human Resources.
- Updated the team member handbook to include updated policies and processes to comply with FMLA, ADA, and other legal requirements.
- Created new policies in the areas of health & wellness and team member benefits, including a new PTO buy-up policy.
- Scheduled and administered orientation for incoming team members.
- Performed all exit interviews.

- Participated in administrative staff meetings and attended other meetings and seminars as needed.
- Provided *excellent* customer service to all Rockford team members, both in the office and in the field.

Performance Management/Training:

- Conducted an audit of all company job descriptions and created a process for performing a job analysis.
- Implemented a new performance management program, including the creation of custom templates for the administration of annual reviews.
- Implemented a new construction-specific management training program for field staff members and project management staff.
- Created a company-wide standardized HR core training program, as well as department-specific training programs, in conjunction with existing *Rockford University* training initiatives.

New Business Startup Administration:

- Created a new team member handbook and policy manual for Rockford Construction's new company venture, *Legacy Steel*, a startup steel fabrication business which Rockford purchased in August of 2014.
- Scheduled and administered orientation and benefits to all new team members for the startup division.

Wellness:

- Researched, created and administered a new formal wellness program.
- Recruited and managed a committee of 8 team members and 2 wellness champions, ranging from administrator-level team members to senior-level management staff.
- Created and administered a wellness newsletter on a monthly basis.

Blue Sphere Solutions, Inc.

Human Resources Specialist – Technical Recruiter

March 2003 – August 2004

- Recruited permanent consulting staff of software developers.
- Helped the team grow their business from a two-person team working in their basements to an established location.
- Helped the team to achieve Microsoft Gold Certified Partner status.

Sagestone, Inc.

Human Resources Specialist – Technical (IT) Recruiter

June 1999 – November 2002

- Recruited all permanent consulting staff of software architects, software developers, software QA staff, and administrative personnel.
- Created a retention strategy and orchestrated various team building events throughout the year including, but not limited to, potluck lunches, new employee introduction breakfasts, family events, company picnics, and a monthly employee meeting.

HR Administrator

November 2001 – November 2002

- Served as the only HR professional within a 50-employee organization.

- Prepared necessary reports for the senior management team and reported recruiting/retention, employee satisfaction surveys, and other pertinent information during weekly leadership meetings.
- Collected information from different departments about employee performance.
- Trained managers in effective recruitment, hiring, training, recognition programs and performance appraisal system.
- Created follow-up plans for each manager and their respective employees.
- Organized, tracked, and conducted 90 day, six-month, and annual reviews for all new employees.
- Effectively resolved all employee relations' issues and addressed concerns.

Imperial Design Services, Inc.

Human Resources Specialist – Technical Recruiter

October 1996 – June 1999

- Recruited contract and permanent engineers (including software engineers), designers, and light industrial staff.
- Independently organized and staffed an entire QA team of over 130 inspectors of fuel injectors for Delphi Automotive.
- Was recognized as “Recruiter of the Year” for the achievement of top performing recruiter in 1998.

Other Experience

Rogue River Rentals, LLC Rockford, MI

Owner/Manager May 2011 to Present

- Started a kayak/bike rentals business from the ground up.

Double Take Resale, LLC Rockford, MI

Owner/Manager June 2008 to 2013

- Started a teen resale clothing shop from the ground up.

The Human Experience/The Human Touch Rockford, MI

Owner/Manager 2004 to 2008

- Worked with small businesses as an HR consultant, assisting with their staffing needs.
- Acted as a representative of my clients’ businesses at a variety of public relations events.

Training

- Completed the Society of Human Resource Management (SHRM) training program.
- Began coursework in Davenport University’s online program, Human Resource Management

Education

Purdue University West Lafayette, IN

Bachelor of Arts

1991 - 1995

- Graduated with a major in Political Science and minor in Law & Society

Memberships/Community Involvement

- Impact Church – Lowell, MI
- Habitat For Humanity – *Women Build of Kent County*
- Mel Trotter Volunteer

Past Affiliations/Positions

- Rockford Area Chamber of Commerce
 - Served as an Ambassador for a one-year term

Professional References

Available upon request