**James Cross**

**2204 N 1960 W**

**Lehi, Utah 84043**

**(907)903-8710 - mobile**

[**JCross2774@gmail.com**](mailto:JCross2774@gmail.com)

[**https://www.linkedin.com/nhome/**](https://www.linkedin.com/nhome/)

**SUMMARY OF QUALIFICATIONS:**

Over 17 years of diverse and progressive experience supporting manufacturing, commercial consulting, federal, state, and local government agencies’ information technology organizations and healthcare organizations as a Technical Recruiter, Recruiting Manager, and Managing Director.

**SKILLS:**

|  |  |
| --- | --- |
| * Strategic Recruitment Planning | * Operations Support |
| * Staffing Management | * Vendor Management |
| * Contract Management | * Workforce Analysis |

**Recruitment Technologies - include but not limited to:**

|  |  |
| --- | --- |
| **Database Technologies:** | Oracle, Informix, Sybase, DB2, Data modeling, Data Mining, Developer/ Designer 2000, ERWIN, SQL, PL/SQL, Mongodb, Postgresql |
| **Networking Technologies:** | CCNA, CCNP, CCIE, MCP, MCSE, CAN, CNE |
| **Infosec:** | Smart Card, PKI, IPSec, Proxy server, Checkpoint, Cisco Pix, IDS, ISS, SOC Analysts, Information Security Engineers, C&A Experts |
| **Defense Related:** | Imagery Analysts, SIGINT, HUMINT, Cryptolinguist Instructors, Linguists |
| **Contract Specific:** | JIOC-ASA-ISR, SMARTS, USSOCOM |
| **UNIX:** | SUN Solaris, HP UX, AIX, Linux, SCO, DEC |
| **Telecommunications:** | Implementation Specialists, Trackers, Engineers, Field Techs, T1, T3, E1, PBX, Nortel, Lucent, ect |
| **Software Development, Engineering, and Architecture:** | Cobol, PL1, AS/400, RPG, Visual Basic, Delphi, PowerBuilder, C/C++, Java, J2EE, EJB, JSP, JDK, Corba, COM/DCOM, XML, Forte, Rational Rose, UML, .net, C#, COOL:Gen |
| **Web Development:** | Ruby on Rails, Bootstrap, HTML, CSS, JAVA Script, VB Script, Active Server Page(ASP),  .net, C#, Visual FoxPro, CGI, Perl, Visual InterDev, Cold Fusion, PhotoShop, Flash |
| **ERP/CRM:** | PeopleSoft, SAP, Oracle Financials, etc. |

**EMPLOYMENT HISTORY:**

**Manager of Recruitment; Southcentral Foundation, Anchorage, AK**

**June 2015 – September 2016**

Responsible for directing the day-to-day performance and operations of the Human Resources Recruitment Team. As the leader of the Recruitment Team, coordinates and implements, recruitment strategies to meet the needs of SCF. Functions as a member of the Recruitment Team to attract, recruit and retain candidates for SCF positions and coordinate the hiring process at SCF. Made recommendations for HR department reorganization. Participated in evaluating applicant tracking systems for potential migration. Recommended and assisted in implementing physician recruitment workgroup in partnership with Organizational Development and Medical services division. Member of the physician recruitment landing page work group. Designed and implemented a Social Media strategy to include SCF first paid Facebook ad’s and Linked-in career page [https://www.linkedin.com/company/637827?trk=tyah&trkInfo=clickedVertical%3Acompany%2CclickedEntityId%3A637827%2Cidx%3A2-1-2%2CtarId%3A1472705651895%2Ctas%3Asouthcentral%20fou](https://www.linkedin.com/company/637827?trk=tyah&trkInfo=clickedVertical%3Acompany%2CclickedEntityId%3A637827%2Cidx%3A2-1-2%2CtarId%3A1472705651895%2Ctas%3Asouthcentral fou). Transitioned over 60K in newspaper print advertising to rich internet advertising with indeed and CareerBuilder. Manage a team of four Senior Recruiters and one Recruiting Assistant. Responsible for a budget of 300K and all recruiting expenditures.

**General Manager; Alaska Executive Search, Inc., Anchorage, AK**

**July 2013 – January 2015**

Performed as General Manager and maintainend the continuity of five specialty staffing divisions including Executive Search, Professional/Technical Search, Temporary Staffing, Office Staffing and Medical Staffing. Ensured professional standards throughout the organization. Responsible for Migrating from a legacy Applicant Tracking System (ATS) to a new ATS system. Managed the selection, implementation, and training of a new ATS. The new ATS provided better management of the AES careers page (<http://akexec.catsone.com/careers/>), automated internal and external job posting services, enhanced social media integration and improved customer resource management (CRM) functionality. Provided oversight of all marketing related activities and successfully increased AES visibility and diversity by reducing print advertising and initiating digital/multi media advertising with Alaska Business Monthly and KTUU.com. Initiated a movie theater advertising campaign to reach a more diverse audience. Provided general management of staff and was responsible for employee relations, employee reviews and performance improvement planning. Responsible for internal staffing and provided strategic direction as needed. Participated in finance review and planning meetings. Performed as the Recruiter and Account Manager for the Professional/Technical Division (Information Technology and Engineering). Recruited for Electrical Engineers, Mechanical Engineers, Civil Engineers, Drilling Engineers, Health and Safety Professionals, Project Managers and a large variety of IT Professionals.

**Senior Recruiter; JLG Industries, Hagerstown, MD**

**October 2011 – July 2013**

**Senior Recruiter; Manpower (contract JLG), Hagerstown, MD**

**February 2011 – September 2011**

Performed full-lifecycle technical recruiting. Worked as a Senior Recruiter and managed recruiting for Electrical Engineering, Information Technology System and OCONUS Military Operation departments.

Identified competing companies and candidates for the purpose of recruiting passive candidates. Identified and recommended appropriate jobsites, technical organizations, databases and other recruiting sources for posting open positions. Posted positions to meet state Department of Labor requirements as needed. Recruited Electrical Engineers, Mechanical Engineers, Business Analysts, Business Managers, Directors and Field Services Representatives to meet critical hiring and staffing needs. Supported and managed key recruiting initiatives in support of JLG’s global migration from MAPICS to JD Edwards.

Worked with hiring managers to modify job descriptions as needed and provided hiring process training as needed. Conducted telephone interviews with candidates. Presented qualified candidates to hiring managers from a variety of sources. Coordinated and conduct interviews.

Recommended and participated in career fairs and community outreach programs to source and identify top talent.

Ensured that all compliance documents were completed and managed all necessary applicant data in adherence to policy and industry best practices.

**Managing Director; Information Technology Growth Solutions, LLC, Roanoke, VA**

**January 2007 – February 2011**

Managing Director for an information technology consulting and human capital growth firm. Responsibilities included recruitment of qualified candidates, operations support, business development, marketing and general P&L.

Provide full-lifecycle technical recruiting.  Recruited for contract, contract-to-hire, and permanent IT positions for Fortune 100, Fortune 500, and Fortune 1000 companies.  Managed recruiting efforts for several government agencies including DOD (BTA), NGA, CIA, NOAA, HUD, District of Columbia, and the State of Maryland Government.

Developed sourcing strategies including cold calling, social networking, advertising, internet sourcing, user groups, and referrals. Negotiate offers for contract and permanent candidates. Responsible for maintaining employee relations, fielding questions from staff regarding benefits, payroll and occupational goals.

Consultant to a large multinational logistics & defense contractor.  Recruited Estimators, Project Controls, Environmental Engineers, Accountants, and Senior Executives. Support operations in Spain, Kuwait, Texas, and Florida.  Managed public postings, screening, interviewing, salary negotiations and formal offer execution.

Managed the daily activities of ITGS recruiting, accounting, and IT staff.  Responsible for goal setting, trend analysis and training. Managed staff of twelve IT professionals, three technical recruiters and one business development manager.

**Senior Technical Recruiter; Software Performance Systems, Inc., Falls Church, VA**

**January 2005 – December 2006**

Senior Corporate Recruiter for a Government consulting firm in support of several government agencies including DOJ, NOAA, HUD, LOC, MDOT, SI and the Patent and Trademark Office.

Performed full-lifecycle recruitment with a broad range of responsibility. Responsible for creating strategic recruitment plans custom to each division to maximize recruitment of top talent in a timely manor. Identified and recommended appropriate job sites, technical organizations, databases and other recruiting resources for listing open positions. Evaluated and made recommendations in regard to all recruiting tools, resources, policies and procedures.

Developed cost to benefit analysis for upgrading the current applicant tracking system and recommended a cost effective solution that provided increased workflow and maximized return on investment. In addition to managing recruiting efforts; supported executive officers in proposal development initiatives. Responsibilities included research support, pricing and employee/ candidate selection.

Received an award for contributions in the award of the CATS Master Contract and the MVA, TARIS II contract. Participated in the development of SPS position titles, position descriptions and salary banding. Responsible for all internet postings and recruitment related branding. Managed all external recruitment vendors and MBE partner relationships.  Responsible for assuring that EEO, AAP, and OFCCP compliance policies were upheld.

**Senior Technical Recruiter; Management Systems Designers Inc., Rockville, MD**

**January 2004 — December 2004**

Performed full-lifecycle technical recruiting. Worked as a Senior Corporate Recruiter for a Government consulting firm in support of National Institutes of Health, National Cancer Institute’s web site (http://www.cancer.gov/) development and maintenance effort.

Identified competing companies and candidates for the purpose of recruiting passive candidates. Identified and recommended appropriate job sites, technical organizations, databases and other recruiting sources for listing open positions. Sourced high-tech Website Project Managers, Developers, and Database Administrators.  The environment consisted of Microsoft IIS, .net, C#, SharePoint, andSQL Server 2000.

Worked with hiring managers to develop and write job descriptions. Conducted telephone interviews with candidates. Presented qualified candidates to hiring managers from a variety of sources. Coordinated interviews and made travel arrangements for out-of-state candidates.

Involved in post interview selection process and facilitated the closure of candidates identified for offers. Made recommendations to implement a software solution for recruitment and candidate tracking.  Made policy and procedure recommendations to implement industry best practice.

###### **Senior Technical Recruiter; Triad Management Systems Inc., Rockville, MD**

###### **1997-2002**

Performed full-lifecycle technical recruiting.  Recruited for contract, contract-to-hire, and permanent IT positions for Fortune 100, Fortune 500, and Fortune 1000 companies.  Provided recruitment support for numerous government-consulting firms to include, but not limited to CSC, Booz Allen & Hamilton, Wang, STG, SRA, Price Waterhouse Coopers, Dyncorp, and Digex. Provided recruitment support for numerous government contracts to include EDS, IRS, DOD, Postal, DOL, NIH, DOJ, etc. Sourced, pre-screened and interviewed potential candidates for positions that required (Secret, TS, TS/SSBI, TS/SCI, Full Life Cycle Poly, CI Poly).

Sourcing strategies included cold calling, networking, ad responses, internet sourcing, user groups, and referrals. Negotiated offers for contract and permanent candidates. Performed compensation analysis and made salary recommendations to management. Responsibilities also included maintaining employee relations. Fielded questions from consultants regarding benefits, payroll and occupational goals.

Consistently maintained $16,000 a week in gross margin. Assisted in the training and mentoring of Jr. Recruiters.  Attended weekly status meetings and made recommendations to assisted team members in setting and achieving monthly/quarterly goals.  Negotiated offers for contract and permanent candidates.

**EDUCATION/ CERTIFICATIONS:**

One Month Rails 2015

Certificate of Completion

One month interactive course on Ruby on Rails

Project URL: <https://jjc-pinteresting.herokuapp.com/>

GitHub: <https://github.com/jcross2774/pinteresting.git>

University of Phoenix 2016 to Current

Phoenix, AZ 2011to 2012

Information Technology 2005 to 2005

Montgomery College 1993-1994

Rockville, MD

Business Administration