CLIENT CONFIDENTIAL

Human Resources, HR Operations, Program Management

Summary

Business professional with 10+ years of Human Resources Operations/Specialist experience, 15+ years of operational and business development experience, 10 years of executive staff support experience. Successful record of steadily increasing corporate profits, workflow efficiency and service standards in fast growth and transition environments. Excellent strategic problem solving and management skills. Highly adaptable, consistently able to exercise diplomacy, confidentiality and professionalism in identifying and creatively resolving business issues.

Experience

ABC, INC., Confidential

ABC Inc., is a leader in XX design, engineering and entertainment software. Since its introduction of XXX software in 19xx, ABC continues to develop the broadest portfolio of XX software for global markets

Program Manager, Talent Acquisition Operations Feb. 20xx to Present

Program Manager for Talent Acquisition goals and initiatives including ABC's Affirmative Action Plan and compliance programs; Employee Engagement; TA SharePoint Redesign Project and TA On-Boarding (global/all levels). Senior HRIS Analyst and Workday SME researching and solving escalated hiring scenarios. Act as back-up to background investigation process. Take on special HR projects as needed including: 10/5 exercise referral and hiring introductions and Delcam restructure referral and hiring introductions.

HRIS Analyst, HR Talent Acquisition Jan. 20XX to Jan. 20XX

Project Manage Workday and Taleo Hiring Process for the US, Canada and Latin America. Provide system guidance to the business, HRBP community and global recruiting team. Lead Workday Geo-Coordinators in all Geo's in on-going system training and global hiring process improvement. Partner with EIS, Workday Standing Team, Application Support and HRIS to address system improvements and integration issues. Deliver training(s) to global recruiting team, Geo-Coordinator's, Talent Acquisition Coordinator's and calibrate with above groups to find creative system solutions.

Executive Assistant to SVP, Human Resources June 20XX to Jan. 20XX

Provide executive support to SVP of HR and 2 VP's. Responsible for team communications, driving business agendas, planning and overseeing department schedules and events. Types of events include HR All Hands, Quarterly HR Sr. Leadership meetings and HR Executive Staff team building events. Additional responsibilities include: managing team website using SharePoint, assisting HR Executive Staff to drive corporate strategic initiatives and department goals, Program Management of Global Anniversary Program, and Compensation project work. Project Manage as needed.

Executive Assistant Apr. 20XX to June 20XX

Provide executive support to 2-3 Sr. Directors within Strategic Planning and Operations. Responsibilities include managing calendars, travel and schedules. Responsible for team communications, driving business agendas, planning and overseeing department events and meetings. Manage space planning, inventories and on-boarding within SP&O. Manage team websites using Dreamweaver and SharePoint. Manage and drive Employee Engagement Task Team for Strategic Initiatives/EDM teams and FY10 Employee Engagement action planning for Corporate Pricing, Business Models and EDM. Acted as Business Partner for SP&O site consolidation 2/09. Project manage as needed.

ABC, INC., Confidential Jun. 20xx to April 20xx

Leading nanotechnology company launching a portfolio of scalable nanoelectronic detection devices in the Life Sciences industry

Sr. Manager, Human Resources/Human Resources Consultant

Manage Human Resources function and corporate strategies including development of corporate policies and procedures, recruitment and immigration process, succession planning, focal annual review process/compensation analysis, benefits analysis and administration. Provide corporate administrative support to CEO and VP's including management of financial activities, auditing activities, federal grant administration, legal documentation and corporate insurance.

ABC LLP, Confidential

Confidential largest accounting firm. Consulting group committed to aligning clients' organizational and human resource management capabilities with their business needs

Human Resources Representative/Human Resources Consultant Oct. 20xx to Jun. 20xx

Managed recruiting process for growing accounting firm, assisted in annual review process, provided Human Resources consulting services to clients.

Human Resources Consultant Feb. 20xx to May 20xx

Developed and implemented HR start up functions including HR Management policies and procedures. Audited personnel files and provided recommendations. Implemented HR infrastructure and strategies such as recruitment and placement services, retention and succession planning, strategic planning and compensation design. Provided analysis and recommendations regarding State and Federal Compliance issues and staff Training and Development.

ABC, INC., Confidential, Nov. 19xx to Aug. 20xx

ABC Company

Senior Manager, Human Resources and Operations

Oversaw day-to-day operations for all US offices, including oversight of Human Resources, front office, facilities, office construction and infrastructure, vendor relationships, contractors and procurement. Directed sales, marketing and operational administrative support staff, managed contract negotiation and corporate contract management. Provided human resources

services for 80+ employee, multi-location, $25MM software development corporation. Created administrative infrastructure and business processes, Human Resources policies and procedures for fast growing Internet Company.

- Created and implemented all functions related to Human Resources as company grew from 14 to 80+ employees.

- Researched and developed benefits package and policies for health, dental and vision plans.

- Managed $500,000 office construction project and move to new 9,000 sq. ft. facility. Build-out of shell space included voice/data cabling, telecom and PBX services, Internet service, video conferencing and coordination with engineering firm, architectural firm, brokers and leasing agents. Oversaw expansion of San Francisco office space.

- Coordinated travel, meeting and agenda needs for COO and CEO. Completed research and provided reporting on business projects, set agendas, procured domestic and international meeting attendees. Provided support to COO in all business projects as needed.

- Completed work flow analyses and office systems analyses and recommended various enterprise solutions strategies to corporate officers.

ABC CORPORATION, Confidential Nov. 19xx to Nov. 19xx

ABC Company U.S. Contracts Manager, North America Key contracts and revenue management position for leading provider of knowledge management solutions to major business customers. Managed all aspects of service contracts to fulfill contract terms and ensure annual contract renewal. Proposed contract terms and pricing. Completed quarterly forecasts and revenue reconciliation's. Member of 3-year corporate database migration project.

- Capitalized on sales opportunities and lead generation and exceeded revenue goals during employment: attained 109% of customer renewal goals in 1996, 115% in 1997 with consistent success in expanding product and service revenue from existing account base.

- Managed service contracts resulting in 100% customer maintenance and support satisfaction 1996 and 1997.

- Proactively implemented a wide range of customer services which led to nationwide acknowledgement as a leading software company in customer service.

- Participated in sales cycle and ongoing support of key customers including 3COM, AT&T, American Express, Hewlett Packard, IBM, PeopleSoft, Lucas Arts, Xerox, AOL and many others.

- Department lead for Corporate Database Implementation Team responsible for several database migrations. Programs used: Ingres, Informix, Microsoft SQL, SofTrax and Remedy.

ABC DEVICES, Confidential July 19xx - Nov. 19xx

Firm engaged in providing information-access solutions for client-server computing environments as a leading developer of electronic messaging technology.

Customer Service Representative, ABC Code DivisionMonitored correct licensing/serializing of software purchases and assisted customers with basic software installation and technical problem resolution. Responded to a wide variety of customer services involving configuration, upgrades, new product introduction, licensing, network setup etc... Developed and forwarded leads for cross-sell and up-sell opportunities.

- Initiated and coordinated customer service ordering procedures including clarification of ordering procedures and

technical instructions to expedite efficient software order processing to all domestic and international channels and field offices worldwide.

- As liaison for sales, technical, service and ordering departments, new customer service standards were developed.

ABC BANK, Confidential Oct. 19xx - July 19xx

Customer Service Manager

Managed all operational aspects of retail banking environment. Operational and administrative oversight responsibilities included auditing schedules, developing and supporting account relationships and assuring that established procedures and internal control policies are followed to minimize loss exposure and maintain branch security. Coordinated workflow, monitor non-interest income and expenses. Successful in generating referrals to business banking and mortgage broker professionals. Expanded and strengthened account relationships and provided a high level of customer services. Collateral responsibilities included recruiting, selecting, training and scheduling of service staff and monitoring teller lines to assure prompt customer services.

- Key member of Operations staff with recognition for consistent improvement in branch operations management. Ranked in upper 10% of the division.

- Assisted in restructuring and upgrading branch manager and branch training curriculum.

- Oversaw cross selling of bank products and services.

Education and Professional DevelopmentBA, Confidential, University, xx American Academy of Project Management (AAPM)/ Project Management Resource Group (PMRG): Certified Human Resources Project Manager

References Available Upon Request