

# CLIENT NAME, MBA, SPHR

1234 (Name) Pkwy, City, ST 12345 •Phone: 555.111.9999 / 555.222.3321 •name\_name@name.com

## Human Resources Management Executive

TALENT MANAGEMENT ~ ORGANIZATIONAL DEVELOPMENT ~ CHANGE MANAGEMENT

### PROFILE OF QUALIFICATIONS

Proficiency in HR functional areas such as talent acquisition & management, succession planning, training and development, and conflict resolution. Strategic business partner with exceptional skills in relationship building and change management. Highly decisive with strong abilities in performance management, HRIS administration, employee relations, management coaching, and driving process improvements. Excel in strategically prioritizing, coordinating and steering projects to optimize productivity and achieve aggressive performance goals. Adept at delivering strategic and client-focused consultation to HR partners, senior business leaders, and team members.

#### Selected Achievements:

- Refocused (Name) Logistics, Inc. to closely monitor key performance indicators and metrics in order to rapidly identify and resolve potential or emerging operational issues.
- Defined and launched talent management process at (Name) to identify high-potential employees and development opportunities, significantly optimizing succession planning.
- Led solution dedicated to identifying and quickly resolving employee issues at (Name), successfully elevating retention and morale.
- Pioneered leadership evaluation program at (Name) which combines 360 Reviews with 9-Box ranking system to identify and capitalize on key leadership talent.
- Collaboratively pinpointed staffing challenges and implemented talent acquisition process to slash high turnover by 30%+ in nine months.
- Devised processes and training at (Name) Auto Group that led store to rank #1 in sales out of 10 regional stores, 11<sup>th</sup> nationwide for customer service out of 130 stores, and among top 20 nationally of 130 stores for sales revenues.
- Handpicked among peers to serve in most complex intelligence position in the U.S. Army.
- Collaboratively formulated new training plan which resulted in receiving best training score of three U.S. Army platoons.

### PROFESSIONAL EXPERIENCE

(Name) Logistics, Inc., 2007 to Present

#### **Director of Human Resources**

- Promoted after only one year from initial role as Recruiting and HR Manager to direct human resources across multi-state, multi-site organization.
- Spearhead full-scope HR operations encompassing talent acquisition and management, employee relations, organizational development, leadership development, and change management.
- Direct, motivate and coach geographically dispersed team of HR professionals and closely partner with divisional senior leaders on integration of HR strategy and business objectives.
- Resourcefully instituted leadership development program which CEO included as part of performance measurement component for leaders and earned recognition from board member as “*one of the best [he’s] seen.*”

Continued ... ►

- Standardized employee engagement assessment process to uncover and respond to leadership development needs while increasing employee satisfaction year over year.
- Improved employee-driven performance management process to emphasize one-on-one coaching and training for managers.
- Resourcefully created job profiles for every position to ensure assessment and acquisition of talent supports long-term strategic staffing objectives.
- Clearly defined HR metrics to recognize areas of opportunity and precisely align HR activities with business needs of line managers and senior leaders.
- Developed scorecard for senior leaders to provide constant evaluation on KPIs and metrics.

Name Auto Group, 2005 to 2007

**General Manager**

- Directed and monitored the complete spectrum of daily business operations including human resources, regulatory compliance, financial administration, and long-term planning.
- Established and implemented talent management and development programs to optimize personnel performance, productivity and retention.
- Revamped sales process which heightened sales and customer traffic by over 5% organization-wide while positioning dealership to rank among top three out of nine.

United States Army, 2000 to 2005

**Captain**

- Continually advanced throughout progressively responsible roles to train, guide and lead 100 soldiers into combat.
- Served in Iraq providing unit leaders with daily Intelligence Threat Updates and Assessments required to execute complex strategic operations.
- Directed development of physical security, force protection, and counterintelligence operations for large organization of 350 personnel.
- Reversed non-functioning intelligence team by focusing on team member development and was personally distinguished by commander as being the “best intelligence officer he’s worked with”.
- Earned recognition as “best executive officer” among five in unit.
- Retrained platoon of Armor soldiers to integrate with Infantry soldiers ending in a 1<sup>st</sup> place finish in battalion platoon skills competition.

**E D U C A T I O N**

**MBA, Human Resources Management, (Name) University, 2010**

**BA Degree, Political Science, University of (Name), 2000**

**C R E D E N T I A L S & T R A I N I N G**

**Senior Professional in Human Resources (SPHR) Certification, 2012**

**Disney’s® Selection, Training & Engagement Course, Disney University, 2012**

**Workforce Staffing & Planning Certificate, Univ. of Minnesota, College of Continuing Education, 2007**

Completed extensive military training during service with US Army.

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[INSERT DATE]

[HIRING MANAGER'S NAME]

[COMPANY]

[ADDRESS]

[CITY, STATE, ZIP CODE]

Dear Hiring Manager:

I am currently seeking a challenging career opportunity in a senior-level Human Resources capacity and am submitting my resume for your review. In advance, thank you for your time and consideration.

In addition to an MBA in Human Resources Management, I offer 13 years of industry experience with proficiency in employee relations, talent management, leadership development, and change management. I also possess an SPHR designation and am certain that my talents in advising supervisors and management in HR laws and strategies will enable me to effectively transition into your company and yield immediate results. To complement these qualifications, I offer exemplary expertise in policy development, employee engagement, recognition programs, and organizational leadership.

If invited to join (INSERT NAME OF COMPANY), you will find me to be a dedicated professional committed to supporting you in achieving your objectives through excellent dedication and leadership experience. I am confident that I would be a valuable addition to your company, and look forward to interviewing with you in the near future.

Sincerely,

Client Name, MBA, SPHR