# **John Doe**

# **1 Any Street**

# **Anytown, Anywhere 12345**

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### **SUMMARY**

**Management professional** with demonstrated ability in planning and implementing programs that align employee development and productivity with company goals. Highly effective in motivating and directing employees. Exceptional relationship building skills. Known for ability to assess and resolve a wide range of human capital issues. Expertise in:

 Talent Management

 Human Resources Management

 Learning & Development

 Change Management

**SELECTED ACCOMPLISHMENTS**

**Talent Management**

* Developed relationships with search firms, community organizations and local business associations, consistently meeting recruitment objectives for 8 years while supporting workforce planning and succession planning programs.
* Earned **Manager of the Year Award** for significantly improving customer service and developing high potential employees to meet aggressive successive planning goals.

 Designed and implemented multi-purpose orientation program for newly hired employees achieving 40% increase in employee retention.

 Maintained employee productivity and commitment to quality by encouraging and facilitating involvement in process improvements, implementing applicable suggestions andrewarding and recognizing contributions.

 Implemented employee incentive program resulting in significant gains in productivity and 7% reduction in overtime costs.

 As change agent, managed team through transition to new business model by communicating and focusing on results, building support, planning and facilitating for success, and monitoring and rewarding progress.

**Human Resources Management**

* Collaborated with business partners to investigate facts and represent company in all operations-related grievances and termination hearings resolving most without arbitration.
* Reduced time not worked 20% by negotiating 3 union contracts, which included part-time staff, flexible hours and a more rigid policy on employee absenteeism.
* Created positive employee relations environment through development of employee newsletter and ongoing employee communication programs.

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As process improvement team member, wrote, updated, and implemented operational policies and procedures for all US and International locations resulting in clear, easily understood and consistently applied policies, procedures and guidelines.

**Learning & Development**

 Developed and delivered training programs for management, service and sales staff resulting in 6% reduction in customer service complaints to a ratio under .01% monthly.

* Facilitated Quality Circle Task Force, trained QC leaders and established mentoring program with executives that created teamwork and replaced competition.
* Created safe and healthful work environment by conducting quarterly safety and housekeeping "refresher" meetings resulting in "0" lost time accidents over 8 years.
* Served as key contributor for creation of ad hoc management training, including facilitating Upward Feedback Sessions on an as-needed basis. Sessions allowed employees to provide improvement suggestions to management in a non-threatening environment.

 Improved new employee integration by organizing and implementing new hire orientation program that focused on policies, processes and values.

**PROFESSIONAL EXPERIENCE**

**FLEET RENTAL CAR**, Anytown, Anywhere **20XX - 20XX**

**Location Manager**

Promoted progressively from sales to management for outstanding performance and contributions in working with all levels of staff and management, ensuring consistently high levels of employee and customer satisfaction.

**RETAIL STORES**,Anytown, Anywhere **19XX - 20XX**

**Store Manager**

Supervised and trained staff of 25. Served as resource and liaison for admin, sales associates, and management. Led company-wide quality improvement initiatives.

**EDUCATION**

**BA, Psychology**,University Name, Anytown, Anywhere

**CERTIFICATION**

**Certificate in Human Resources Management**

Institution, Anytown, Anywhere, 2009

**PROFESSIONAL ASSOCIATIONS**

**Member**, Human Resources Association **(HRA)**

**Member**, Society of Human Resources Managers **(SHRM)**

**Member**, American Society of Training & Development **(ASTD)**