

FIRST LAST NAME

123 Street Avenue, Miami, FL 33199

(305) 123-4567

email@fiu.edu

SUMMARY

College senior with proficiency in Human Resources, including organizational development, bilingual performance, and interpersonal skills. Results-driven professional with a history of contributing to company goals.

HUMAN RESOURCES SKILLS

Employee Relations	Benefits and Event Administration	On-boarding and Orientation
Staff Recruitment and Retention	Testing and Assessment	Extensive Customer Service
Word Processing and Spreadsheets	Conflict Mgt and Change Consultant	Training and Talent Management

EDUCATION AND CERTIFICATIONS

Florida International University, Miami, FL
Bachelor of Business Administration in Human Resources Expected 2017

Florida Career College, Pembroke Pines, FL
Office System Technologist Certificate 2004

EXPERIENCE

International Sales Leader January 2006 - Present
The Home Depot, Hollywood, FL

- Assisted leadership and HR Associate Support Supervisor in personnel functions with improved efficiency through organizational effectiveness, diversity, learning, personnel communications, performance management, and providing “Excellent Customer Service” training programs for 300+ associate engagement
- Managed successfully the coordination of 7 key departments improving thorough store alignment and personnel development in the highest volume district store with yielded business growth from a -23% to a +60%
- Reduced store cost and liability from 12.3% to a 4.7% improving exports protocol compliance with third party affiliates, local, state and federal laws
- Received multiple service recognition Homer badges including Platinum Homer badge, the company’s highest level of recognition for customer service

Bilingual Personnel Staffer April 2003 - January 2006
Legacy Personnel Group, Fort Lauderdale, FL

- Executed interviews, recruitment, salary and contract negotiations as well as redundancy packages for complete on boarding processes with attained timely closed vacancies for 200+ new personnel achieving an 80% retention rate
- Hosted employee orientations, company client’s check-in, rendered benefits packages and training programs meeting agency and legal compliance requirements on time
- Assisted in key areas such as timesheets, payroll processing, Personnel Action Forms (PAF’s), benefits programs, revising agency policy/compliance manual, database file protocol, exit interviews, and employment law compliance
- Recognized as an agile learner and innovator with work initiatives in thorough staffing systems

AWARDS AND RECOGNITION

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| • District Manager Homer Award- Exceptional Exports Service and Client Retention | November 2015 |
| • Store Manager Homer Award- Superior Leader and Innovative Coordinator | June 2014 |
| • Company CEO Homer Award- Great Customer Service and Valuable Company Asset | February 2012 |