CHRONOLOGICAL RESUME HAND OUT EXAMPLE

NAME

Email - Phone - Address - linkedin.com/in/

HUMAN RESOURCES GENERALIST

- **Certified Professional in Human Resources (PHR)** offering a 15-year Human Resources career distinguished by commended performance and proven results.
- **Extensive background in Human Resources Generalist responsibilities**, including strong experience in employee relations, performance coaching, conflict resolution, job candidate recruitment, HR policies development, and state and federal labor law compliance.
- **Demonstrated success in negotiating win-win compromises** and developing and writing performance improvement plans, corporate policies, job descriptions, and corporate communications.

HUMAN RESOURCES SKILLS

Employee Relations – Multi-State Law – HR Project Management – Training – Performance Management – LOA-FMLA/ADA/EEO/WC – Investigations – Organizational Change – Benefits & Payroll Process – Mediation & Advocacy – Recruitment (exempt & non-exempt) – UI Claims & Hearings – HR Policies & Procedures – Orientation & On-Boarding

HUMAN RESOURCES EXPERIENCE

CORESTAFF AGENCY **2010 to 2011**

Staffing Agency contracting with 30,000 contract workers.

Project Human Resources Consultant

- Contracted to assist with the backlog of Employee Relations cases that resulted from a large retail division acquisition.
- Worked with management, supervisors, and employees to interpret and apply HR policies and procedures consistently; executed performance improvement plans, coaching, disciplinary actions, terminations, and progressive workplace issues.

Key Results:

- Played a key role in organizing, tracking, and resolving the backlog of employee relations cases which included: lengthy and in-depth investigations (social media, harassment, workplace violence, discrimination, and retaliation) performance coaching, disciplinary actions, and terminations with management.
- Revised and created structured employee communication language for management coaching, interpreted company policy, communicated and recommended areas of opportunity for trainings, and new-employee orientation.

GREENLIGHT FINANCIAL SERVICES **2003 to 2009**
Privately owned full service Mortgage Company with 350 employees.

Human Resources Manager (2006 to 2009)

- Promoted to fulfill a broad range of HR functions, including performance management, employee relations (organizational change, RIF, investigations), recruiting, on-boarding employees, administering benefits, and processing payroll (ADP).

  Key Results:

  - Strategic partner to Senior Management on organizational change projects, transitions, and executions.
  - Fostered an open-door environment conducive to positive dialogue across the organization.
  - Individualized one-on-one coaching sessions with supervisors and managers that contributed to a decline in employee relations issues.
  - Restructured bi-weekly payroll to semi-monthly processing including calculations of commission and recoverable draw pays.
  - Implemented web-based pay statements (I-Paystatements-ADP).
  - Researched, selected, and implemented web based ATS system (Taleo).
  - Collaborated with outside counsel regarding mediation and deposition sessions.
  - Developed new-hire interactive onboarding program to foster inclusiveness and promote employee engagement while highlighting HR information and company commitments.

Senior Human Resources Generalist (**2003 to 2005)**

Key Results:

- Redesigned and performed weekly new hire orientation for all locations (NV, AZ, and NJ).
- Co-developed company's first-ever standardized disciplinary procedures that insulated company from legal risk and ensured consistent and fair discipline processes.
- Re-vamped (paperless) and expanded employee handbook covering issues including disciplinary procedures, code of conduct, LOA policy and benefits information.
- Interactively created and revised job descriptions across all levels. Observed and interviewed employees to identify and construct an accurate picture of the duties and skills required for each position.
- Processed and appeared for all Unemployment Claims and Hearings.
- Recruited for multi-level positions including: Sales, Administration, CIO, and Director of Training.

DATATRAC INFORMATION SYSTEMS, **HR Manager** **2002 to 2003**
Privately owned government contractor (Homeland Security formerly INS) employing 600 employees.

CB RICHARD ELLIS, **HR Generalist** **2001 to 2002**
Worldwide commercial real estate services organization employing 10,000 employees.

DITECH.COM/GMAC MORTGAGE, **Employee Relations Specialist 2000 to 2001**
Full service mortgage company employing 1,500 employees.

DIGITAL GRAPHICS ADVANTAGE, **Employment & Organizational Development Representative 1998 to 2001**
Graphics division of Pacific Bell/SBC for the Yellow Pages employing 475 employees.

COTRAK/SOUTHWEST BUSINESS CORPORATION, **HR Generalist 1996 to 1998**
Privately owned financial services company employing 60 employees.

EDUCATION

- Bachelor of Arts (B.A.) in Organizational Leadership, **Brandman University**, Anticipated Completion in Spring 2013
- Associates of Arts (A.A.) in Social & Behavior Science, **Coastline Community College**, 2010

PERSONAL DEVELOPMENT

Human Resources Designations:

- Professional in Human Resources Certification **(PHR),** 2011
- Human Resources (HR) Certificate, **UCI Extension,** 2008

Human Resources Affiliations:

- Professionals in Human Resources **(PIHRA)** Districts 7 and 14
- Society for Human Resource Management **(SHRM)**

Organizations:

- 2010 Toastmasters International - Experian Club #00005410

Professional Training:

Unleash the Power Within - Tony Robbins Leadership Intensive**,** 2008
2005 Franklin Covey 7 Habits of Highly Effective Managers, 2005

Computer Skills:

ADP (PC-Payroll processing and E-time)