

## Name

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## Value Proposition

To team with business leaders in building a competitive, agile company through leading focused strategic change initiatives and innovative human resource strategies that translate into excellent operational results.

## Results

- ✓ Increased valuation of Company by 400%.
- ✓ Built the scalable infrastructure necessary to maximize profitable growth.
- ✓ Built an aligned leadership team.
- ✓ Improved integration and communication throughout the organization including understanding of company's mission, vision and core values.
- ✓ Created "best place to work" environment as evidenced by the 2008 employee survey that showed that 9 out of 10 employees would recommend Company to others as a great place to work.
- ✓ Built a strategic Human Resources department that aligns back office functions with operations and business vision.
- ✓ Reduced workers' compensation X-mod from 132% in 2005 to 78% in 2009 by creating a high impact safety program.
- ✓ Generated workers' compensation rebates for last two years in excess of \$300,000 per year.
- ✓ Verbal acknowledgement from customers and partners that Company honors their brand in execution of products and services.
- ✓ Zero claims filed and no litigation regarding employment laws over the last eight years.

## Skills

- Senior executive with a proven record of challenging the "status quo".
- Ability to work in turn-around or start-up environments.
- Strong ability to understand, craft and implement successful sustainable strategies that include leveraging employee's strengths towards aligned business goals.
- Natural ability to listen to the organization and bring focus.
- Strong visioning and planning abilities.
- Functions as a "catalyst" to ignite organizational change and champion the alignment of business practices to a vision and core values.
- Keen analytical ability to see through things and to create something from nothing.
- Ability to establish TRUST with all levels of the organization and build authentic relationships.
- Natural creative thinker.
- Demonstrated business judgment, problem solving and project management skills.
- Capable of motivating and coaching others by creating a safe environment in which people want to participate in providing solutions.
- Ability to hold self and others accountable to action and results.
- Exceptional interpersonal, communication, influencing, execution skills.
- Ability to prepare and manage a budget and read/analyze financial statements.
- Highly perceptive and objective.
- High level of ethics and responsibility.
- Now, Discover Your Strengths by Markus Buckingham- Top five strengths: Learner, Futuristic, Maximizer, Individualization, Arranger

## Education and Training

### Bachelors in Biological Science, Pre physical Therapy/Gerontology

Mount College; City, ST

(This degree developed the following skills: research and analysis, deductive thinking, documenting process, team work, measuring results, handling deadlines under pressure, project management, leadership and ethics.)

## **Associate of Arts**

College; City, ST

SHRM Human Resources Management Certificate

10 years of applied "MBA" type knowledge- worked side-by-side with the CEO, COO/CFO and consultants to rebrand Company to Company changed the infrastructure to fit the new business model and implemented a balance scorecard and dashboard

Progressive growth in the areas of strategy, financial statement review and analysis, state and federal laws, OD, change management, compensation and benefits, retention, communication, innovation, competitive advantage strategies

Attended the World Business Forum, 2008 in New York - Global economy and emerging markets

## **Associations/Memberships**

PIHRA and SHRM

Association of Strategic Planning

Chamber of Commerce

## **Work Experience**

### **Chief Strategy Officer (CSO) as well as Officer of the Company**

10/99- 7/03/09

Other previous titles: VP Corporate Strategy and HR, HR Director

**Company, Inc.** (formally known as Company)

City, ST (home office)

Company increases sales for customers by providing sustainable retail strategy, design, fabrication and general construction services to big-box, national retailers (grocery, drug store and soft goods).

### **Strategy and Execution:**

- From 2004 to 2007 increased revenue by 38% and operating income by 113%.
- Repositioned the company's business direction in 2004 due to external market factors by focusing on rebranding efforts, changing strategy and the internal infrastructure of the business. Participated in the acquisition of a company to expand our service offering to include retail strategy and internal marketing capabilities.
- Management in multi-locations
- Orchestrated the execution of all strategic and operational initiatives. Translated strategy at all levels of the organization so it could be applied all business units.
- Influenced CEO/President and the rest of the executive team to see the value of aligning the business and leveraging "human capital" to participate in solutions.
- Directed alignment of all business planning from five year business plan to annual sales, marketing, operations and support plans and budgets, development of balanced scorecard and executive dashboards.
- Created and implemented executive incentive plan that tied new corporate philosophy and results.

### **HR Value:**

- Built a strategic HR team.
- Developed a risk management program that shifted the cultures behaviors which resulted in 50% reduction of claims after one year.
- Created employee on-boarding program that reflected the company's brand, culture and expectations.
- Hired top talent that contributed in shaping the infrastructure and leadership.
- Conducted internal assessments on operational processes and people for organizational planning and development.
- Conducted and documented internal investigations.

- Outsourced the non-strategic aspects of HR like benefits administration.

**HR Temp**

3/99-8/99

**Human Resources Generalist/Manager  
Mobile Automation; City, ST**

7/98-3/99

Development and implementation of HR related process for a start-up computer company, handled daily HR management functions, developed and implemented policies and procedure to comply with state and federal laws, negotiated benefit packages with broker, benefits administration, updated EE handbook, developed IIPP, created HR and Payroll tools for better work process.

**HR Coordinator  
Home Care; City, ST**

7/94-5/98

Coordinated and performed HR daily functions for multi-site Home Care organization. Coordinated staff training, trained and supervised two off-site employees, assisted in employee relations, hiring and termination issues. Created and maintained personnel files with appropriate systems to guarantee compliance with Title 22 and Joint Commission Accreditation and WC claims administration. Member of Safety, Retention and New Hire Orientation committees.

References available upon request.