

123 Main Street  
Rockville, MD 12345

**Samuel J. Smith**

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<b>Social Security Number:</b>	000-00-0000	<b>Citizenship:</b>	United States
<b>Federal Civilian Status:</b>	N/A	<b>Security Clearance:</b>	N/A
<b>Contact All Supervisors:</b>	Yes	<b>Veterans Preference:</b>	N/A

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**Objective:** Human Resources Management Specialist; GS-0201-12/12  
Announcement Number: DDD-03-1212

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### ***Summary of Qualifications***

Human Resource Manager with 18 years' experience developing and implementing strategic business process improvements while supporting employees through vigorous organizational restructuring. Strong Leader, building solid teams and creating positive, productive environments. Balanced combination of interpersonal skills, change management knowledge and corporate fiscal sense. Extensive background in employee relations. Expertise in budget management, expense control, salary administration, recovery of funds and recruiting. Excellent academic credentials highlighted by Master of Science in Resource Development.

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### ***Professional Experience***

**National Insurance Company** 02/1993 – Present  
**Human Resource Manager**, (02/1998 – Present) 40 hours/week  
Eastern Region Salary: \$101,040/year  
123 Main Street  
Bethesda, MD 22222  
Supervisor: Tom Brown, (800) 222-2222

Senior Staff Member, defining strategic direction of region with initiatives including Succession Management, Performance Management, Staffing Restructure, Work Process Reengineering and Recognition Programs. Advise Senior Partners regarding HR policy, outlining significance to operations. Supervise 22 Human Resource Division Managers, Senior Consultants and Administrative Staff in support of 1900 regional employees. Manage \$2 million budget, prioritizing and directing all activities in areas of employee relations, recruiting, salary administration, expense control and affirmative action.

- Led staff through dynamic organizational restructuring and reduction in force, briefing on emerging decisions to minimize anxieties while motivating with forward focus on department goals. Researched other department openings to secure placements for 6 employees.
- Built productive, cross-functional team, encouraging professional development through training courses and seminars, providing appropriate challenges and facilitating opportunities for advancement. Clearly state expectations for performance; recognize accomplishments; and evaluate regularly to update goals and address any issues calmly and professionally.
- Continually examine business process reengineering possibilities to improve regional operations and smooth corporate transitions, implementing change management processes in areas of centralization of benefits administration, leave of absence processing and recruiting procedures.

*(National Insurance Company continued)*

- Successfully limited all employee litigation settlement payouts to minimal nuisance value, responding immediately and thoroughly investigating missing funds and inappropriate conduct charges to bring quick resolution. Partner with Legal Counsel to take depositions, examine charges and detail lawsuit factors. Interview all relevant parties with tact and diplomacy to preserve dignity and integrity of employees and company. Write formal responses to EEOC and create separation agreements for senior staff.
- Strategized and implemented proactive recruiting programs including seminars, advertising campaigns, job fairs, targeted mailings and networking channels, resulting in contracts with over 300 agents and underwriting specialists.
- Developed Succession Management initiatives, working closely with Division leaders to identify promotion candidates and facilitate career advancements. Advise Senior Vice President, detailing personnel moves to best represent current and future region interests.
- Revamped salary administration to meet corporate fiduciary goals, brainstorming and researching all possible awards systems to lessen impact on employee compensation packages and morale.
- Consistently meet budget goals, managing department with holistic approach and incorporating staff ideas for reducing expenses. Recognized for outstanding budget control in 2001.

***Senior Human Resource Consultant***, (01/1997 – 02/1998)

40 hours/week

1400 Main Street

Salary: \$80,358

Dayton, OH 22222

Supervisor: Stephen Scholl, (800) 222-2222

Provided company-wide compensation analysis, benchmarking national and individual regional markets. Documented findings and recommended pay scale alignments to Senior Leadership to maintain competitive recruiting edge.

- Key contributor to reengineering of Sales Management Compensation structure, redistributing job responsibilities and developing Base plus Incentive pay program.
- Marketed Stock Ownership Plan, creating and distributing informative brochure to 6,500 agents, resulting in enrollment of over 4,500.
- Selected to implementation team for Midwest Division, providing transitioning support in areas of employment agreement and benefit counseling.

***Human Resource Division Manager***, (02/1993 – 01/1997)

40 hours/week

432 Main Street

Salary: \$66,036

Los Angeles, CA 22222

Supervisor: Sandra Maxwell, (800) 222-2222

Directed 6 HR Professionals providing support in employee relations, benefit communications, human resource systems and salary administration for 2,700 regional employees.

- Investigated absconding of funds issues, pursuing trail persistently and professionally, resulting in recovery of over \$100,000 throughout tenure.
- Selected to intercede with missing funds investigation involving non-cooperative agent, established respectful communication and gained permission to review bookkeeping. Discovered source of theft and recovered \$52,000.

- Intervened in workplace violence issues to diffuse volatile situations, communicating calmly and professionally and involving corporate security as necessary.

**USA Insurance Company**

01/1985 – 01/1993

***Human Resource Division Manager***

40 hours/week

Regional Operations Center

Salary: \$52,216

123 Main Street

Los Angeles, CA 22222

Supervisor: Sherry Clark, (800) 222-2222

Led 3 HR Professionals providing benefit communications, human resource systems and salary administration for 1000 Operations Center employees.

- Developed and facilitated Corporate Environmental Strategy Seminars for minority college students.
- Implemented Affirmative Action initiatives to meet EEOC guidelines, instituting tracking of success by job title as well as job level, developing informative resources for managers to learn issues as well as targeted recruiting methods.
- Researched integrity violations, sexual harassment charges and work performance issues to gain clear picture of situations and implement resolutions.
- Managed details of Operations Center closure, including 60-day warning notices to 700 employees, advising on benefits, career placement and counseling resources.
- Hired as Unit Supervisor in 1985, directing 32 Customer Service Representatives before being promoted to Human Resource Staff Representative in 1987 and Division Manager in 1990.

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### ***Education***

**George Washington University, Washington, DC*****Master of Science in Resource Development, 2003*****Rosary College at Dominican University, River Forest, IL*****Bachelor of Arts in Psychology***

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### ***Presentations***

“Corporate Careers in Human Resources,” Corporate Environmental Strategy Seminars held at various California Universities, 1988, 1989

“How to Prepare for the Corporate World, What Do You Want from Your Career?” Minority Students of Cal State, Cal State Fullerton University, 1988