

# Sandy A. Robinson

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## Professional Profile

HR Management | Executive Consultant | SPHR Candidate

- ✧ Highly experienced in the development of first-time human resources infrastructures in addition to the management of all generalist functions from recruiting to benefits, training, safety, and compliance.
- ✧ Savvy management counsel with the proven ability to assess an organization's needs; define actionable solutions; and implement new policies, processes, and systems to improve performance.
- ✧ Motivational manager and coach, skilled in providing management and staff with training that empowers and increases accountability. Foster respect and loyalty from employees.

*Core offerings include...*  
Benefits & Compensation  
Policy & Procedure Design  
Ramp-up Recruiting Efforts  
EEOC Claims Administration  
Drug-Free Workplace Programs  
Workers' Compensation & Safety  
ADP & Payment HRIS Applications

## Experience & Achievements

Pay Processors, Inc., Washington, DC ✧ 2004 to 2008

### Human Resources Manager – District Level (2006-2008)

Oversaw a team of 7 HR consultants in a 4-state district providing onsite human resources assistance for 285 clients with anywhere from 3 to 2,000 employees. Cultivated client relationships, captured new business, and defined strategies to achieve client objectives and company profitability goals. Addressed client concerns in an expeditious and service-centric manner; reviewed performance metrics on a monthly basis to identify opportunities to improve performance. Defined annual expenses and assisted in the development of the district-wide capital budget. Designed and facilitated training for clients, their employees, and human resources consultants.

*Contributed value in such areas as:*

- ◆ **Bolstered client retention from ranking last out of 9 districts to 2<sup>nd</sup> in only 4 months;** additionally, created an empowered consulting team with diligent leadership – through a period of change, retained all but 1 associate.
- ◆ **Created synergistic gains for clients** by launching a quarterly seminar series, providing a networking opportunity and the chance to learn from the successes of others in the Pay Processors family.
- ◆ **Travelled with human resources representatives monthly** to ensure each account received the expertise and counsel required to optimize their human resources operating environment.
- ◆ **Optimized productivity, profitability, and quality** by allocating HR talent appropriately; assessed the needs of each client, identified key issues and action items, and assigned staff based on areas of expertise.

### Human Resources Representative (2004-2006)

Assigned to “Premiere” level clients, partnering with 47 clients – 12-14 more than any other representative – in the areas of recruitment, hiring, termination, benefits, compensation, employee relations, training, regulatory compliance, and information services. Served as an on-call representative to a broad range of clients, working with startup companies to those with 2,000+ associates seeking to refine their human resources operating infrastructure.

*Contributed value in such areas as:*

- ◆ **Facilitated a plethora of training programs**, carefully assessing the development needs of each organization to define a training plan covering topics ranging from strategic planning to workforce reduction.
- ◆ **Researched, reviewed, selected, and negotiated competitive benefit packages;** presented options to clients, explained emerging health trends, and led enrollment efforts for health, FSA, 401(k), and more.
- ◆ **Established compliance vehicles** to ensure companies achieved and maintained fully compliant environments; set up first-time systems, training programs, and performance monitoring tools to facilitate efforts.