

SANDY A. ROBINSON

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KNOWLEDGE, SKILLS & ABILITIES

- EEOC
- Workers Compensation and Safety
- Employee Benefits
- Implementation of Drug Free Work Place programs
- Creating company policies and procedures
- Lotus Notes and MS Office
- Advise, administer and conclude liability issues
- Excellent organizational skills
- Responsible, dependable and committed
- Excellent communication and people skills
- Payroll, ADP and Payment MMS

PROFESSIONAL EXPERIENCE:

Pay Processors, Inc.

Human Resources Manager (District)

July 2006 – May 2008

- Manage human resources consultants and provide leadership to achieve targeted growth profitability
- Provide direction, coaching, and development of HR Consultants.
- Assist with the resolution of client issues
- Initiate and monitor the process to achieve sales and revenue targets through expanding the client base, retaining existing clients, and ensuring quality service
- Assist the national manager with the development of annual expenses and capital budget for the area
- Manage staffing levels, client discounts, and team expenses according to established budgets
- Guide human resource consultants in directing clients in problem resolution
- Travel to locations in region to provide coaching, feedback and development of human resources consultants and resolve client concerns
- Monitor turnover and other employment issues that impact operations
- Design and implement strategies for continual improvement
- Present or coordinate HR Consultant training sessions for clients and their employees
- Cultivate and encourage mutual respect, understanding, and support between sales and operations partners.

Pay Processors, Inc.

Human Resources Representative

July 2004 – July 2006

- Coordinated human resource policies and programs for clients in the areas of benefits, compensation, employee relations, recruiting, hiring and termination, trained management on how to effectively manage employees, trained employees in professional behavior, and provided legal HR compliance guidance to clients, as well as informational services.

Independent Human Resources Consultant

May 2004 – July 2004

- Consulted with clients regarding EEOC issues, benefits, employee relations concerns and recruiting needs