

CLIENT NAME

Torrance, California 12345 ☐ 123.456.7890 ☐ rpwsample@gmail.com

CHIEF HUMAN RESOURCES OFFICER

*Employee Relations and Supervision | Customer Support | Regulatory Compliance and Standards | Payroll Calculation
Problem Resolution and Decision Making | Performance Evaluation | Cross-functional Leadership and Team Building*

QUALIFICATIONS PROFILE

Highly dedicated, multifaceted, and goal-driven professional, offering exceptional skills in project management, human resource administration, and operations oversight. Demonstrate proven adeptness in dealing with fast-changing work environments, managing various demands, and monitoring activities to ensure operational excellence. Exemplify competency in handling and accomplishing projects within specific time constraints; as well as developing and implementing processes and solutions that boost efficiency and productivity.

RELEVANT EXPERIENCE

COMPANY NAME, TORRANCE, CA

Executive Program Director ☐ 11/2020–Present

Senior Project Manager ☐ 04/2019–11/2020

- Act as Chief of Staff to the senior vice president and chief human resources officer for the health system, with tasks of leading and supporting the key system-wide projects and initiatives, which include the following:
 - *Restructure of the human resources functions;*
 - *Negotiation of labor union agreements;*
 - *Co-leading the force reduction that involves project planning and scoping to ensure a smooth process.*
- Plan leadership meetings and prepare the presentation materials for the head of human resources.
- Establish a strategic partnership with Canyon Ranch to minimize the impact of physician and clinician burnout, providing successful support to more than 70 clinicians through the program prior to the COVID shutdown.
- Work as part of the Emergency Command Center during COVID, responsible for leading and developing the key team member benefits during COVID:
 - *Development of a housing plan for over 70,000 team members population;*
 - *Solidification of deals with IHG hotels, Ronald McDonald House, nearby universities, and internal resources;*
 - *Creation of a mass transit plan during the COVID for the company's team members who commuted to Manhattan from 7 key areas (Suffolk, Nassau, Queens, Brooklyn, Staten Island, Bronx, and New Jersey).*
- Ensure active participation in daily office tasks, such as the implementation of the coverage model due to COVID-19 impacts on in-office requirements.

Notable Accomplishments

- ✓ **Obtained a fast-track promotion to senior project manager and executive program director by exhibiting outstanding work performance.**
- ✓ **Actively engaged in the creation of health system strategic alliances along with visiting the Henry Ford Health System for 2 weeks to accompany a team of 12 nurses as well as to learn and share best practices.**
- ✓ **Rendered direct assistance to the registered dietitian from a system perspective and acted as their corporate champion to drive the position's specific initiatives, thus resulting in an approval pending for a lead registered dietitian as well as re-evaluation of system RD's compensation.**
- ✓ **Teamed up with a nearby 2-year college (Nassau Community College) that expanded partnerships within different areas as well as established a pipeline to Northwell to help with the development of individuals from nearby communities as well as offer education and meaningful work.**

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✓ Directed the state initiative to deploy public health vaccinators across the health system and the state, and collaborated with the Employee Health Department and volunteers on vaccine distribution, vaccinating nearly 1,000 system volunteers to date.

COMPANY NAME, TORRANCE, CA

Project Manager, HR Operations ☐ 06/2017–04/2019

- Handled the preparation of white papers; analysis and development of exit interview data; formulation and conceptualization of work plans; as well as assistance to the system-wide project with several stakeholders
- Helped with the design of leadership retreats and programs, while formulating effective solutions to diverse issues and queries.
- Contributed to the formulation of strategies to determine operations improvement by openly expressing ideas and providing honest feedback.
- Coordinated with several stakeholders in assessing needs and employing solutions for human resources and system-wide projects, programs, and events for training and human resources.
- Keenly monitored project deliverable quality, ensuring the completion of project milestones.
- Partnered with executive leadership in creating strategic decisions and actions.
- Established and sustained direct communication between work teams and stakeholders.
- Provided assistance with the 1199 labor negotiations and strike planning sessions.
- Demonstrated expertise in working with HR compliance, Legal, and Labor Relations to build and implement system-wide sexual harassment training.

Notable Accomplishments

- ✓ Conducted thorough research and due diligence, successfully finding the organization's current exit interview vendor for the entire health system.
- ✓ Worked and assisted with the design and structure of health systems' first ACP Fellowship program within Emergency Medicine and Cardiothoracic Service Lines, while also working as part of the Steering Committee.

COMPANY NAME, TORRANCE, CA

Administrative Fellow ☐ 07/2016–06/2017

- Completed four rotations in an ambulatory office, community hospital, tertiary hospital, and corporate human resources.
- Worked and assisted on key projects within ambulatory services, hospital operations & finance, and corporate human resources.
- Executed thorough research on the workforce's future for the Chief Human Resources Officer (CHRO).
- Developed and presented findings from research projects to senior leadership, contributing to informed decision-making.

Notable Accomplishments

- ✓ Succeeded in completing the Workforce 2025 Project with other individuals which led to the identification of future health system needs & factors driving those needs.
- ✓ Received the Roy Zuckerberg Administrative Fellowship Award for the top incoming administrative fellowship candidate.

COMPANY NAME, TORRANCE, CA

Operations Supervisor ☐ 05/2017–01/2013

- Carried out diverse tasks, such as payroll calculation, training and development, employee management, schedule arrangement, and claim report filing.
- Assisted in the evaluation of operational efficiency initiatives and recommended process improvements.

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Notable Accomplishment

✓ Obtained promotion from valet attendant to operations supervisor by exhibiting exceptional dedication and work performance in executing tasks beyond the scope of duties.

OTHER EXPERIENCE

COMPANY NAME, TORRANCE, CA

Testing Center Proctor | 03/2015–05/2016

COMPANY NAME, TORRANCE, CA

Patient Relations Representative | 02/2013–06/2016

COMPANY NAME, TORRANCE, CA

Intern | 05/2015–09/2015

EDUCATION AND CREDENTIALS

Master of Business Administration in Health Services Specialization, 08/2014

University Name, City and State

Bachelor of Arts in Psychology, 12/2012

Dean's List

University Name, City and State

Society for Human Resource Management (SHRM) Certified Professional (SHRM-CP), 05/2018

University Name, City and State

PROFESSIONAL AFFILIATIONS

Society for Human Resources Management (SHRM)

American College of Healthcare Executives (ACHE)

ACTIVITIES

National Stuttering Association (NSA)

Services Now for Adult Persons, Inc.

TECHNICAL SKILLS

Microsoft Office Suite: Excel, Word, and PowerPoint | Prezi