

CLIENT NAME, PHR

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

CHIEF HUMAN RESOURCES OFFICER

*Technical Recruitment | Regulatory Compliance and Standards | Employee Relations and Supervision
Technical Support and Troubleshooting | Project Management | Benefits Administration
Recruitment and Compensation | Performance Evaluation | Cross-functional Leadership and Team Building*

Strategic and results-oriented professional, with over 20 years of leadership experience in human resources administration. Armed with proven ability to drive organizational excellence through talent management, employee engagement, and HR strategy alignment with business objectives. Expert in benefits administration, with a deep understanding of compliance and best practices. Adept at leading cross-functional HR teams, streamlining processes, and fostering a high-performance workplace culture. Recognized for strong analytical, problem-solving, and communication skills, with a commitment to driving workforce development and operational success.

PROFESSIONAL EXPERIENCE

COMPANY NAME, TORRANCE, CA

Human Resource Director * 2015–Present

- ☐ Oversee the company merger with PC connections and provide exceptional human resource services for all four Softmart companies, including commercial, government, Simitar, and STS.
- ☐ Facilitate new hire orientation and wellness programs for employees.
- ☐ Develop and implement emergency evacuation procedures along with business continuity.
- ☐ Administer the reconciliation of all the monthly insurance vendor invoices.
- ☐ Balance general ledger to employee deductions as well as document employee records in ADP Workforce Now.
- ☐ Assess the employee handbook and policies as well as update and reclassify job descriptions.
- ☐ Render support to the Recruiting and Training departments and develop the ADP Performance Management
- ☐ Hold accountability for Family and Medical Leave Act (FMLA) monitoring.
- ☐ **Successfully recovered the \$25K prior billing overages and led the negotiation of better rates with ADP.**

COMPANY NAME, TORRANCE, CA

Contracting Human Resources Benefits and Operations * 2015

- ☐ Ensured quick response to all employee benefit inquiries through hotline and shared email account.
- ☐ Handled employment verifications as well as the organization of interviews for recruiting staff and management.
- ☐ Settled monthly insurance invoices as well as the importing and scrubbing of Excel documents, queries, and VLOOKUP.

COMPANY NAME, TORRANCE, CA

Contracting Human Resources Manager * 2014

- ☐ Processed all the bi-weekly payroll for more than 70 employees and maintained the HRIS–ADP Workforce/PayEx.
- ☐ Managed the recruitment of office personnel, warehouse workers, and drivers.
- ☐ Developed and employed the standard operating procedures manual for the Human Resources Department.
- ☐ Led the implementation of the company’s first health savings accounts while overseeing the annual open enrollment.

EDUCATION

Bachelor of Science in Liberal Arts, UNIVERSITY NAME, CITY AND STATE
Associate’s Degree in Behavioral Science, UNIVERSITY NAME, CITY AND STATE

CERTIFICATIONS

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Professional Human Resource (PHR) Certified • 2006

Licensed Health and Accident Insurance Agent (Pennsylvania) • 2003