

CLIENT NAME, MBA, ICMA-CM

Address: Torrance, California 12345

Mobile: 123.456.7890 Email: rpwsample@mail.com

CHIEF HUMAN RESOURCES OFFICER

QUALIFICATIONS PROFILE

Accomplished, goal-driven, and versatile professional, with extensive experience in human resources management, staff relations, and operations oversight. Keynoted for effective leadership abilities, skilled at supervising and managing all aspects of operations and staff management. Expert at developing and implementing strategic plans to optimize workflows and enhance the efficiency of overall operations. Adept at recruiting, hiring, and training qualified professionals ensuring compliance with labor laws and regulations. Equipped with outstanding communication and interpersonal skills in cultivating long-term working relationships with diverse individuals.

PROFESSIONAL EXPERIENCE

Company Name + City, State

County Administrator

2024-2025

Human Resources Management

- Provided oversight to 500 employees and all civil service village, town, and city employees across 10 locations.
- Evaluated human resources operations which included recruitment, interview, and hiring protocols as well as onboarding and civil service processes.
- Suggested ERP upgrade to computerize HR systems to improve operational tracking to optimize data analytics.
- Led a team in installing software used in analyzing the fiscal impact of union negotiation.
- Developed an innovative salary analysis for non-union employees, providing insight into the structure of pay relative to responsibilities and fairness within the organization.

Company Name + City, State

Village Manager

2021-2024

Human Resources Management

- Demonstrated expertise in assessing operational processes and efficiencies as well as suggesting changes to advertising, selecting, and onboarding summer hires and part-time employees.
- Performed interviews and selection of management staff and full-time employees as well as identified needs for temporary staffing levels.
- Facilitated discipline hearings and terminated non-performing staff.
- Introduced technology for HR functions to enhance the hiring process, which included a new time-and-attendance program.
- Communicated with software purveyor in installing HR interface with finance for payroll and benefits tracking.

Organizational Leadership

- Acted as the hearing officer for union grievances.
- Organized and spearheaded team-building training for multiple departments, which boosted morale and customer service culture.

Company Name + City, State

City Administrator

2019-2021

Human Resources Management

- Initiated new procedures for hiring and onboarding new employees.
- Presided over the employee coaching sessions for departmental heads regarding ways to improve their performance.
- Assessed cost allocations for staff within the budget.

Operations Oversight

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- Applied analytical skills in examining operational processes

Growth and Development Impact

- Worked with the Federal Transportation Authority in creating an exit strategy for city busing and pursuing a corresponding expansion of the Dutchess County transportation services, which removed duplicate services and reduced costs, while also expanding service levels.

Company Name + City, State

City Manager

2015-2019

Human Resources Management

- Conceptualized a succession plan and training program for workforce development as well as updated job descriptions
- Promoted employee engagement and teams to analyze operational cost and recommend changes to decrease cost
- Planned and supervised the reconstruction and updating of the employee manual for compliance with Federal, State, and local laws as well as established a section for a personnel advisory board to review termination grievances
- Functioned as hearing officer for union grievances, discipline, and terminations responsible for preparing findings and identifying outcome statements
- Conducted union contract negotiations and settled them within three to four meetings without mediation
- Integrated water and sewer functions into one utility department, which provided opportunities for employee cross-training, advancement, and equipment sharing; improved employee morale and significant operational efficiency; and decreased operating cost
- Fulfilled classification and compensation study for administrative, clerical, and technical (ACT) non-union positions to analyze employees' pay structures relative to work responsibility
- Conducted annual awards ceremony to celebrate tenure and excellence on the job as well as annual summer fun day which improved employee morale
- Worked closely with fire, AFSCME, and three different police unions decreasing grievances and the need for arbitration as well as settling contracts promptly

Operations Oversight

- Developed the city's staffing and financial resources strategy to implement a strategic plan for economic development
- Performed operational analysis for 13 departments by reviewing data on staffing, projects, and workloads
- Created benchmarks used for justifying staffing increases or reductions based on production
- Employed Wright State University to provide leadership training for all directors, supervisors, and appropriate customer service assistants, which facilitated smooth communication between staff and strengthened customer service culture

Cross-functional Collaboration and Leadership

- Led annual strategic planning sessions with the city council and directors to facilitate discussions on the council's vision and staff operational challenges, which led to achieving common goals and surpassing expectations
- Collaborated with Greene County in road-resurfacing projects to save thousands of dollars annually
- Joined with Montgomery County and the City of Kettering on grant applications for housing upgrades
- Partnered with the City of Beavercreek, Greene County, Ohio Department of Transportation, and the State of Ohio regarding road expansion to benefit local businesses and Wright-Patterson Air Force Base

Financial Administration

- Constructed a five-year budget model to guide today's investments for future growth and stabilize reserves
- Revised property tax model to align with citizen desires and passed two property tax levies during the economic recession
- Played a vital role in reducing inventories and decentralized purchasing, executed purpose-base budgeting, and removed the spend-it-or-lose-it mentality
- Directed an enhancement for the ERP accounting system removing paper processing and reducing time for purchasing and vendor payments

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- Participated in purchasing consortiums, which generated million-dollar savings in high-recurring costs such as road salt and pavement materials, electricity, and energy savings
- Renegotiated health care policies and union contract saving \$2M annually in health care cost
- Increased general fund reserve target from 12.5% to 17% of operational costs

EARLIER CAREER

Company Name + City, State

Director, Community Development

Elected Trustee

Company Name + City, State

Chief Financial Officer | Controller | Human Resource Manager

EDUCATION

MASTER OF BUSINESS ADMINISTRATION

Leading Knowledge-Based Organizations

University Name | City, State

Bachelor of Science in Business Administration, Human Resource Management

University Name | City, State

PROFESSIONAL DEVELOPMENT

Certification

Senior Human Resource Professional Certification, *In progress* | Issuing Institution

Change Leadership Certification | Issuing Institution

Credentialed Manager | Issuing Institution

Training

Grant Writing 101 | Training Institution Name

Leadership Skills for Managing Wicked Problems | Training Institution Name

Successful Orientations and Retreats Development | Training Institution Name

Persuasion and Influence | Training Institution Name

Skillfully Building Common Ground | Training Institution Name

AWARDS AND HONOR

Waterfront Revitalization Award, Granting Institution

Community Renaissance Award, Granting Institution

All-America City Award, Granting Institution

Jack Huelsman Civic Award, Granting Institution

AFFILIATIONS

[Name of Area] Chamber of Commerce, **Director**

[Name of Area] Development Corporation, **Director**

[Name of Area] Rotary Club, **Former President**

[Name of Area] Military Affairs Association, **Director**

[Name] Credit Union, **Director**

Big Brothers Big Sisters of the [Name of Area], **Director**

ACTIVITIES

Volunteer

United Service Organizations (USO), [Name of Area] Air Force Base

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Christmas in Action, [Name of Area] Veteran and Senior Housing Program
Food for Kids, Weekend Meal Program-[Name of Area] United Methodist Church