

JAMES NELSON

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HUMAN RESOURCES DIRECTOR

Transforming Cultures | People Leadership & Development | Organizational Change

Human Resources Leader offering broad-based experience providing leadership of people operations/human capital functions. High impact thought leader with proven background working as a strategic partner for C-suite and key stakeholders to establish organizational goals, best practices, procedures, and strategies to support people and organizational development. Special talent for enhancing corporate performance through transforming organizations, implementing performance management programs, and optimizing operational processes. Demonstrated excellence in defining corporate vision and establishing a culture of engagement and accountability while building synergies among executive leaders to create inclusive workforces.

Core Competencies

*HR Strategy & Leadership • People Leadership & Development • Employee Engagement/Relations • Culture Shifts
Workforce Planning • HR Regulations & Compliance • Training & Development Programs • Executive Coaching
Succession & Development Plans • Talent & Performance Management • Transformational Leadership
Change Management • Team Building & Leadership • Partnership Development • Stakeholder Engagement*

PROFESSIONAL EXPERIENCE & SELECTED ACHIEVEMENTS

ABC HR SERVICES, New York, NY

2009 – Present

Human Resources Consultant (Contractor)

Administer HR services and programs to numerous clients within multiple states through various employment agencies and as independent contractor encompassing organizational planning and development, talent acquisition and management, workforce planning strategies, employee relations and culture management, benefits, training and development, auditing, and legal compliance; build and manage relationships and partnerships.

- **Enhanced HR operational efficiencies for multiple organizations;** developed and implemented standard operating procedures and policies;
 - Fostered employee-focused culture; aligned communication practices with organizational goals
 - Created Employee Handbooks
 - Implemented new HRIS system
- **Optimized recruiting processes;** defined recruitment and hiring strategies, including job analysis and job descriptions; built talent pipelines; **successfully filled 25 positions within 3 months.**
- **Improved employee engagement and retention;** instituted positive employer-employee relationships and promoted high level of employee morale and motivation.
- **Conducted training sessions** with leadership on team building, performance evaluations and management, harassment, interviewing, and employee benefits; defined management and employee expectations.
- **Developed team members** through coaching and mentoring.

HR SOLUTIONS, New York, NY

2006 – 2008

Executive Director of Human Resources

Oversaw HR operations covering 600 employees in 3 locations with responsibility for development and execution of strategic plan and company vision, talent acquisition and management, workforce planning, succession planning,

performance management, training and development, employee relations, and compliance; managed 2 team members; served as strategic advisor and member of Executive Leadership Team.

- **Elevated employee performance, culture, and retention;**
 - **Established employee performance goals and improved communication** by implementing performance management processing including contribution ratings, promotions, and salary administration
 - **Led leadership trainings with executive management** on company vision and values, and HR management
- **Decreased payroll attendance errors 50% and improved accountability** through attendance audits.
- **Designed and delivered instructional sessions** on performance management, harassment, employment law, and employee benefits; created and conducted new hire orientations.
- **Developed team members** through individual development plans.

ABC HR SERVICES, New York, NY

2003 – 2006

Human Resources Consultant (Contractor)

Supplied services and support of HR operations in the areas of employee relations, talent management, succession planning, performance management, benefits administration, training and development, and compliance; served in various HR roles with multiple clients, including HR Manager for organization covering 4 locations.

- **Improved HR processing efficiencies;** designed standard operating procedures and employee handbook.
- **Managed leadership changes for human services organization;** defined hiring strategies and facilitated leadership trainings to define vision, mission, and values.
- **Successfully led conversion of 50 contractors to employees;** defined ongoing workforce plans.
- **Lowered benefit payments \$3K monthly** through improved system processing and vendor negotiations; **reduced benefit payment errors 80%** by implementing reconciliation process.
- **Performed training sessions** on performance evaluations and management, harassment, and interviewing.

XYZHOSPITAL MEDICAL CENTER, New York, NY

1999 – 2003

Senior Human Resources Representative

Managed HR activities including performance management, employee relations, talent management, benefits administration, compliance, and training; co-managed 6 team members and acted as HR Director on numerous occasions. Served as Chair of Rewards and Recognition Team and as Co-Chair of Communications Team.

- **Increased employee satisfaction and retention;**
 - **Recognized employees for performance, tenure, and service** by launching Service Award Program
 - **Enhanced employee culture and communication** by starting and co-leading Communications Committee; Employee Newsletter, New Employee Luncheon with executives, and communication events
- **Improved benefit enrollment process** by implementing first annual Benefits Fair; established monthly benefits education program and performed instructional sessions.

EDUCATION & CREDENTIALS

Bachelor of Science in Business Management

University of College, New York, NY

Professional Development

*Essentials of HR Law • Workforce Planning • Effective Recruiting Strategies • Interviewing Skills • Leaves of Absence
Harassment-Free Work Environment • Coaching Skills • OSHA Logs • EEOC Compliance • FMLA/CFRA Compliance*

Affiliations

Human Resources Knowledge Network (HRKN) • NY HR Association



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