

Jill Brown, PHR

1234 Sample Address

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CAREER SUMMARY

HR Manager with over nine years of progressive human resources experience, supporting business groups of 500+ employees. Demonstrated and proven strength in managing employee relations, policies & procedures, performance management, compensation administration, and talent acquisition.

EXPERIENCE

CENTURY CORPORATION (Ohio Health Plan) Akron, OH 12/2012 – 8/2014

Manager, Human Resources

- Supported 300+ employees at four Ohio locations
- Managed multi-site employee relations matters across Ohio
- Managed the recruiting process for Ohio Health Plan
- Partnered with company leaders to strategically manage and curb turnover rates
- Trainer for HR-related training courses
- Managed the performance management process

ABC PHARMACY Cleveland, OH 12/2008 – 11/2012

Sr. Human Resources Generalist 01/2012 – 11/2012

- Leader of employee relations support for 700+ employees in six locations across the United States (24% non-exempt, 65% exempt professionals, 11% senior management)
- Primary point of contact for escalated employee relations issues
- Partnered with company leaders to review results of employee engagement surveys and create action plans
- Analyzed performance metrics to identify trends and counsel leaders on performance management
- Investigated complaints received by the ethics line and present to necessary audiences
- Monitored and analyze data to provide the leadership team with actionable information around turnover, engagement, talent acquisition, performance management
- Managed attrition trends and reporting
- Created and facilitate an orientation for newly hired and newly promoted leaders
- Maintained knowledge of legal requirements and government reporting regulations
- Received highest level recognition award for individual and team accomplishment in creating new procedures
- Formally recognized by an Operations VP for support and execution of a reduction in force event
- Received four separate formal recognitions for performance exceeding expectation within six months

Human Resources Generalist

12/2008 – 12/2011

- Provided HR support for 400+ employees at one site
- Served as go-to for all employee relations matters
- Managed the performance review and compensation planning process
- Interacted with employees, provided counsel to all levels of management on CVS policy/procedures, sensitive employee matters and employment law issues
- Conducted employee investigations and independently made decisions/recommendations on appropriate levels of action
- Developed and facilitated various courses for employee and leader development, coaching and receiving feedback, setting SMART objectives, harassment awareness, interviewing skills, and performance management
- Ensured compliance with all federal, state and local regulations such as FMLA, ADA, EEOC, etc.
- Developed and managed corporate events including a variety of employee events, organize diversity networking and recruiting events.
- HRIS Systems: KRONOS, PeopleSoft and ADP

FOOD MANUFACTURING COMPANY Cleveland, OH

1/2004 – 11/2008

Human Resources Generalist

1/2006 – 11/2008

Served as sole HR rep for the second shift of a fast-paced food manufacturing facility with continuous operations. Facility has 1,000+ exempt and non-exempt employees, about 350 on second shift.

- Investigated internal complaints and employee relations issues
- Provided direction to production supervisors in addressing daily employee relations issues
- Managed recruitment of all exempt positions
- Implemented a performance management process for interns and management trainees to track performance and provide constructive feedback
- Developed a “New Supervisor Manual” outlining procedures, policies, forms, and other practical information
- Administered all intermittent FMLA for non-exempt employees (approximately 250 cases)
- HRIS Systems: KRONOS and SAP

Production Supervisor

10/2004 – 12/2005

- Supervised up to 48 non-exempt employees in high-speed manufacturing environment
- Participated on the campus recruiting team, recruiting new Management Trainees

Operations Management Trainee

1/2004 – 10/2004

- Received thorough exposure to various departments through a rotational program
- Spent time in the Human Resources department; assisted with new manufacturing plant start-up initiatives

EDUCATION

Certification in Human Resource Management (SHRM)

2007

Michigan State University, East Lansing, Michigan
Bachelor of Science in Industry Management

2003