

BrandResumes Client, MBA

City, State ♦ client@gmail.com ♦ (XXX) XXX-XXXX ♦ LinkedIn.com/in/client-name

EDUCATION

Roosevelt University – Chicago, IL

Master of Business Administration (MBA) in Human Resources, cum laude

August 2005

Concordia University Chicago – River Forest, IL

Bachelor of Science (BS) in Business Management and Accounting

PROFESSIONAL EXPERIENCE

The Allstate Corporation

HR Workforce Operations Director – Northbrook, IL

May 2015 – Present

- Led human resources for the call center and payroll teams for the entire U.S.-based company, directly overseeing five employees and supervising 100 employees indirectly who work collectively in the effort to process \$2.8B for payroll as well as 250 federal, state, and local tax filings all while handling 50,000+ customer interactions per year
- Spearheaded the company-wide initiative to install a new time and attendance system for U.S. employees, including a review and revamp of time-away-from-work policies and practices
- Executed the strategy and implementation of the corporate relocation program, meeting with company members to review efforts myriad times each year as per the company benchmark while simultaneously maintaining daily team-based operations of relocating employees

Human Resources Sr. Manager – Northbrook, IL

June 2014 – May 2015

- Led team of 40 recruiting, sourcing, and scheduling professionals responsible for acquiring talent for Claims organization, managing contract recruiters to ultimately hire 1700-3800 Claims professionals per year
- Participated in Talent Acquisition Diversity work by aiding four locations to pilot novel targeted recruiting efforts to attract diverse candidates based on geographic location availability
- Managed relationship with outsourced recruiting team to provide overflow support: initially met onsite and then held weekly status calls and quarterly leadership meetings with the group as the relationship continued to develop
- Assisted in process improvement of centralizing processed on the team such as background and drug checks, as well as helped reorganize the team structure to maximize the utility of available resources

Human Resources Manager – Northbrook, IL

Benefits, Design, and Planning

January, 2009 – June 2014

- Delivered core Health and Welfare benefit design & planning initiatives to all plan participants, overseeing vendor management, compliance, project management, strategic planning/design, and employee communication while managing a team of 4 in daily operations regarding health and welfare operations
- Acted as Plan Administrator and fiduciary for health and welfare plans, leading the internal team in the effort to implement and comply with various aspects of the Affordable Care Act
- Managed and oversaw the first onsite Wellness Centers and onsite Pharmacies in Northbrook, IL and Irving, TX, continuing superintendence of record-keeper vendor and other various large health & welfare carriers
- Handled escalated plan participant issues and concerns for Integrated Disability Management vendor
- Redesigned the time-away-from-work programs including PTO, STD, LTD, WC, and FMLA plans and policies

Employee Relations

March 2008 – January 2009

- Responded to EEOC charges and employee complaints
- Reviewed and approved involuntary termination requests

Human Resources Service Center/ Support Team

September 2006 – March 2008

- Supervised a team of 20 call center employees as front line leader
- Participated in a project that eventually outsourced this work, spending several months overseas to prepare the outsourced and offshored team to perform their duties successfully

Human Resources Consultant

August 1997 – August 2006

- Wrote HR communications, managed the HR recognition program, and supported the HR talent deployment strategy

TECHNOLOGY SKILLS AND TRAINING

Proficient in Microsoft Office Suite, SAP, Talco, and Kronos