

HUMAN RESOURCE GENERALIST PROFESSIONAL

Action-Driven | Open-Minded | Strong Work Ethic

Ardent professional with 20 years of substantial experience and education in recruiting, training, and mentoring new and existing employees. Execute strong leadership capabilities fueled by an intrinsic ability to improve processes and motivate others by example. Champion initiatives in communications, negotiations, and training development. Work best in challenging environments.

Highlighted Expertise

- **Human Resources** – Partnered with JP Morgan HR staff in recruiting, interviewing and hiring; conducting reference checks; preparing documentation; and performing reviews. Led interview screening and evaluations during recruitment proceedings at Thomas Appliance Corporation. Planned and implemented workplace violence programs gaining an in-depth understanding of compliance and legal expectations.
- **Training** - Trained and mentored new hires and updated existing employees on corporate goals, compliance, security, and audit procedures. Developed and launched an innovative training program and related collateral material on compliance and security programs, directed at all levels of personnel from the Board of Directors and multi-level management to over 275 branch employees.
- **Leadership** – Employed forward-thinking leadership to motivate staff. Led teams in operational and compliancy initiatives, improving internal control and financial results. Headed unique internal projects and investigations on behalf of senior management.
- **Communication Skills** – Liaised communications between clients and corporate offices, resourcefully resolving escalating issues and coordinating seamless communications between upper and individual branch management. Extensive written communication experience preparing compliance and audit reports, training and compliance manuals, and reviewing more than 1,200 regulatory reports annually.

Core Competencies

Salary Administration
Benefits Administration
Employee Evaluations
Labor Relations
Employee Grievances
Workplace Violence
Compliance/Legal Expertise
Recruitment/Hiring Process
Program Development
Problem Resolution
Decision Making
Negotiation
Communication
Report Generation/Review
Disciplinary Action

EDUCATIONAL BACKGROUND

Masters Degree in Organizational Leadership, GPA 3.9/4.0
OAKLAND UNIVERSITY, Rochester, MI - 2008

Bachelors Degree in Business Administration, GPA 3.6/4.0
MICHIGAN STATE UNIVERSITY, E. Lansing, MI - 1989

HR Related Seminars & Affiliations

Council for Education in Management for HR Generalists, Cafeteria Plans, Mastering the Essentials of Human Resources, Human Resources and the Law, FMLA Compliance, OSHA Compliance and Workplace Safety, and Integrating FMLA, COBRA, ADA, and Workers Compensation

Member, Society of Human Resource Managers
Member, American Society of Training and Development

Continued...

PROFESSIONAL EXPERIENCE

JP Morgan Chase Bank - Auburn Hills, MI

2001 to 2009

COMPLIANCE OFFICER

Developed and facilitated a comprehensive risk management program to comply with select federal and state laws and regulations. Led training, mentoring and supervisory initiatives of a three-member staff. Directed new hire process including, hiring, conducting interviews and reviews, managing issues, and resolving problems. Managed employee relations and customer service issues.

- Authored a compliance and security manual utilized to train the Board of Directors, management, and 275 employees in 40 offices.
- Instrumental in transforming existing compliance and security training program into a strategically focused training curriculum closely aligned to organizational mission and goals.
- Coordinated and reviewed the preparation and submission of more than 1,200 regulatory reports annually.
- Presented findings and recommendations on selected federal and state laws and regulation compliance improvements to management and the Audit Committee.
- Established and executed corporate compliance programs and policies to ensure customer identification, and authentication, and enhance risk management processes.

Chemical Bank, Troy - MI

1997 to 2001

SECURITY OFFICER

Led security operations to improve customer and employer safety, while reducing departmental costs. Implemented safety measures and programs aimed at reducing employee theft. Assisted human resources with training and mentoring. Worked to improve compliancy, actualize strategic objectives, and realize corporate business goals.

- Established and trained Review Team to evaluate all legal documents accepted by retail banking personnel, resulting in loss prevention of \$5 million while maintaining customer goodwill.
- Resolved more than 45 workplace violence incidents without death or injury to employees, customers and visitors after authoring and implementing of a comprehensive program to address workplace violence as well as riot and stalking preparedness.
- Spearheaded the introduction of Human Performance Methodologies to a team of inexperienced risk management team members, improving internal customer support and saving \$20 million in losses relating to bad checks and electronic fraud.

Tel-Tech Corporation - Novi, MI

1992 to 1996

DIVISION INTERNAL AUDITOR

Thomas Appliance Corporation - Rochester, MI

1990 to 1992

INTERNAL AUDITOR

REASONING

Sarah was very good at her job leading compliance and security issues at the bank but didn't enjoy working with numbers and issues as much as she enjoyed assisting the HR department and developing programs with them. She has recently had her sister move in with her after a long recovery from an auto accident. She has several physical problems and has lost most of her short-term memory capabilities and will have to live with Sarah indefinitely.

These changes in Sarah's life made her realize she didn't want to do what she was doing, plus the long hours made it difficult to care for her sister. She is an incredible planner and went back to school, earned her Masters in Organizational Development and took several courses, seminars and certifications to bring her skill level up to where it should be for what she is looking to do.

Now with her education complete she came to me to help her change the focus on her resume. Since Sarah had been doing so much of the HR work already, we focused her resume on those skills and experiences and included very little of the other responsibilities her job asked of her.