

HUMAN RESOURCE EXECUTIVE

Change Management - Leadership & Mentoring - Knowledge Management

Highly experienced HR professional with an outstanding career reflecting expertise in all facets of staffing, training, operations/change management and leadership, delivering outstanding performance outcomes within fast-paced and quality-driven environments despite critical staffing shortages and other challenges. Acknowledged for accelerating and balancing skills to prioritize time-critical and budget-restricted assignments ensuring the smooth and efficient planning and flow of staff, finance and assets, training and information management to achieve operational capabilities on a national and global scale. Exceptional communication and interpersonal skills with the ability to liaise at all levels of hierarchy, including overcoming cross-cultural barriers to forge key alliances across multicultural groups. Strong leadership and team building qualities, encouraging team buy-in and collaboration toward the achievement of critical corporate objectives.

Professional Strengths

- Personnel Administration & Management
- Staff Leadership & Performance Building
- Staffing Policies, Procedures & Guidelines
- Training & Professional Development Programs
- Staff Career Guidance & Development
- Change Management & Reorganization
- Workplace Safety & Security
- Cross-Cultural & Interpersonal Communication
- Key Alliance & Relationship Building
- Resource & Facilities Management
- Project Planning, Management & Fruition
- Budget Forecasting, Cash Flow & Cost Control
- Creative Problem Solver & Analytical Thinker
- Strategic Policy Creation & Workplace Retention

Relevant Training

MA in Human Resource Management - University of Chicago, Chicago, IL (2006)

Advanced Diploma Personnel Administration - U.S. Army (2001)

BA in Human Resource Management - University of Chicago, Chicago, IL (1998)

Experience

Human Resource Manager | General Manager

2005–Present

Composite dual-equipped division with 350 full- and part-time staff separated in 4 sub-divisions across multiple sites.

U.S. Army

Diverse and fast-paced role challenged to optimize staff morale and performance of 350 full-/part-time personnel (despite severe manning shortages and current staffing levels at 65% full strength) through execution of strategic training, performance monitoring and mentoring programs.

Oversee all aspects of recruitment, logistics, maintenance, transport, catering, communications and health and safety functions of the entire unit.

Key Achievements:

- **Overcame significant staff and skills shortages** that were crippling operational capabilities/efficiencies through restructuring and streamlining logistical staffing duties.
- **Increased division's attainment of performance objectives despite staff deficiencies** following identification of crucial training priorities to ensure all efforts were aligned in priority order against directed performance outcomes.
- Designed a progressive 24-month training cycle which **delivered a continued increase in staff performance** while maintaining superior personnel safety standards.

Annual Budget: \$4M

Equipment: \$20M

Accountabilities:

- Staff Performance Monitoring & Reporting
- Career Development
- Staff Training & Skills Alignment
- Part-Time Staff Recruitment
- KPI Monitoring & Fulfillment
- Budget Control
- Staff, Resource & Asset Coordination & Management

Experience

- **Maintained optimal staff performance levels** by providing comprehensive annual feedback/performance reporting for 70 staff with data gathered from several interviews and reviews held throughout the year.
- **Instituted career development/mentoring programs for over 100 staff** with a number of staff later promoted to hold key roles on operational deployments.
- **Prevented major injuries and achieved capability outcomes** through conducting risk assessments and implementing strategic measures prior to commencement of various activities.
- **Promoted and increased part-time staff's completion of career development courses** to attain complete military qualification and preparedness for operational deployment thus increasing workplace integration between part- and full-time staff while enhancing strategic defense capabilities.
- **Currently surpassing exigent recruitment targets** for part-time staff and on-track to fulfill annual objectives, being renowned corporate-wide for proactive and highly successful recruiting campaigns.

Human Resource Manager – Separations

2002–2005

Leading Army HR Agency, responsible for the career/personnel management of 25,000 staff across all Defense Sites, providing career management/development functions, position postings, promotions, separations and transfers between functional groups.

U.S. Army, Soldier Career Management Agency

As a subject matter expert overhauled a previously ineffective and costly management system (that had been in effect across entire organization for 24 months prior), that was originally incorporated to support the medical employment classification review process. Ensured all staff were reviewed without bias, in accordance with policy and within an acceptable timeframe.

Key Achievements:

- Championed execution of a transparent and robust system that eliminated inefficiencies and backlogs, supported fair and equitable outcomes for staff, and increased accountability of the Medical Employment Classification Review Board (MECRB) to individual staff members.
- **Reduced salary costs by \$5.75M** in the first year of implementation and **increased savings by a further 47% to \$8.5M** in the second and subsequent years by reducing duration of the review process.
- **Reduced staff duration/waiting time by 20%** across the board **and up to 60% in exceptional cases.**
- Strategized and provided numerous briefs to senior staff members (including Head of the organization) outlining significant issues arising from inefficiency within the process, while providing strategic information/advice required for presentation to the media.

Human Resource Assistant

1999–2002

U.S. Army

Oversaw all staff administrative and career development functions within a strict timeframe and in accordance with existing policies despite the absence of a robust strategic framework caused by insufficient staff available to fulfill critical roles. Controlled a \$4M annual budget and \$20M equipment portfolio.

Key Achievements:

- **Optimized staff administration** throughout division despite staffing shortages by increasing accountability, eliminating workflow inefficiencies, and enhancing HR awareness and knowledge among key stakeholders.
- **Significantly enhanced skills, performance and team efficiency** by adopting strategic mentoring/training initiatives for 14 junior management staff.
- Reviewed, authored and executed an updated unit security plan to ensure compliance with the organization's newly adopted rigorous security protocols, underpinning the responsive detection and correction of security breaches.
- Investigated and sensitively managed a myriad of arising personnel and material critical incidents (with the potential for unfavorable public/media attention) in a timely, professional and confidential manner.

Overview

This client had quite an extensive background in the area that he was targeting in a civilian role, so my goal was to de-militarize the wording and present some of the challenges he had overcome as well as the successes he had been able to deliver in a context that would be transferable to a civilian industry.

Elements that were included to strengthen his candidacy include:

- A table at the front, adding a creative element that allowed the reader to view information at a glance.
- Bolded successes that were relevant within a civilian context and would allow the reader to view the information at a glance, with the aim of sparking interest and further investigation of this worthy candidate.
- His education section was titled 'Relevant Training'. He had had extensive training throughout his tenure however the additional training was not relevant to his job target and therefore not included in his resume.