

## RESUME - ACCOMPLISHMENT BEFORE SAMPLE

### PROFESSIONAL SUMMARY

Acknowledged by executive team members for accomplishments and consistently applying the necessary expertise to lead critical change agendas for an organization. Strong business partner recognized for a winning track record of creating high performance programs that attract, develop and retain talent for diverse industries ranging from healthcare to financial services and other industries.

### AREAS OF EXPERTISE

- Staff Training / Development
- Compensation Analysis
- Benefits Administration
- HR Laws/Employee Relations
- Compliance
- HRB/HR Implementations/Upgrade
- Change management
- CBA Contract and Union Negotiation
- HRIS (Oracle, PeopleSoft, Siebel, SuccessFactors, ADP, Lawson, etc)
- EEO, FMLA, ADA, Affirmative Action Planning
- Strategic Planning
- Full Cycle Recruiting/ ATS Management (ADP, Oracle, JazzHR, Hireology)
- Labor Relations
- Project Management
- Diversity & Inclusion Champion
- Established understanding of industry HR policies, processes, and practices
- Talent Acquisition Strategy

### PROFESSIONAL EXPERIENCE

**DIRECTOR OF HUMAN RESOURCES AND TALENT ACQUISITION**  
**MUSEUM OF SCIENCE AND INDUSTRY**

December 2016-September 2018  
Chicago, IL

Create human capital objectives with management in designated business units. Serves as a consultant to management on human resource-related issues. Successfully acts as an employee champion and change agent. Assesses and anticipates HR-related needs. Communicates needs proactively with our HR department and business management, seeking to develop integrated solutions. Formulates partnerships across the HR function to deliver value-added service to management and employees that reflects the business objectives of the museum. Maintains an effective level of business literacy about the Museum's financial position, its midrange plans, its culture and its competition. Monitor recruitment procedures, from sourcing to hiring, managing a team of recruiters and identifying high-potential candidates. Build a strong employer brand to help MSI grow teams with qualified employees and achieve business goals. Create a talent strategy that highlights diversity; using HR Dashboard to quantify metrics and assist leaders in making informed business decisions. Craft employer branding strategy to place MSI as a premier employer in region, with the goal of appearing on regions Top 100 employer list.

#### Key Highlights:

- Developed and implemented a FMLA and Leave Process resulting in better people utilization reducing the cost of temporary workforce needs.
- Created a HR Dashboard to quantify HR decisions; replace antiquated measuring tool; provide business leaders with statistics that help to make better informed business decisions.
- Develop, craft, and implement new Employer Branding Strategy to attract, recruit, and retain top talent in various fields placing MSI as a premier employer and goal of becoming #1 Cultural Institution within the region.
- Effectively coach, develop and lead a team of bright and high-energy in-house recruiters; Maintain a strong pipeline of talent to support talent initiatives.
- Support organizational initiatives which include diversity and inclusion.
- Provide ongoing strategic input on current and future corporate strategy and ensures human capital and resources for success.
- Developed strategies, plans, and programs to identify and address skills gaps, identify, develop, and grow talent, incentivize workforce for effective performance; and position the organization to be competitive in acquiring and retaining top talent.
- Define and champion desired organizational culture, assess alignment gaps, and develop awareness and alignment through targeted programs and training.
- Lead and manage the HR team to develop best practices, enhance staff development, and provide superior services
- Share functional human capital expertise, insights, and best practices with internal clients, staff, & peers. Act as a role model on leadership, personal accountability, and business acumen

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- Streamline and automate internal processes, taking advantage of cost effective solutions for delivering benefits, recruiting, performance assessments, merit and other compensation practices.
- Reduced Unemployment liability to 77% denial rate versus 24% in 2016.

### HUMAN RESOURCE MANAGER LEXINGTON HEALTH NETWORK

April 2016 – November 2016  
Wheeling, IL

Successfully ensured policies and procedures are implemented for all employee relations, hiring practices, change management, risk management, performance management, OSHA Safety, FMLA, Workers Compensation, Unemployment claims, employee separations, benefits administration, leave administration, employee incentives programs, reporting, logging, metrics tracking and other functions for 2 HR departments with an employee base of 400+ exempt and non-exempt employees within two facilities. Guided leaders and managers through complex employee relations issues. Oversaw performance management initiatives and coached managers and supervisors on disciplinary action and performance management procedures. Partnered with business leaders to plan and implement leadership development strategies. Coached leadership team on 360 degree feedback interpretation and feedback.

#### Key Highlights:

- Instrumental in fostering a teamwork/open-door environment conducive to positive dialogue across the site which resulted in the employee-retention rate of 89% within an industry where high turnover is the norm.
- Supported professional development, executive coaching, and management skill training, through Strategic Human Resources Business Partnerships.
- Strategically brought workers' compensation program into full compliance and instituted preferred providers list and trained managers and associates on procedures to follow in case of injury.
- Championed the reduction of benefits costs by meticulous recordkeeping and ensuring that company did not pay for benefits for which employees were ineligible

### HUMAN RESOURCE MANAGER GOHEALTH

February 2015 – March 2016  
Chicago, IL

Constructed formal policy and procedure manual, employee training and development, organizational design and development, benefits administration, compensation planning, leave administration, recruitment and retention procedures, exit interviewing and additional HR strategic initiatives. Recruited, supervised, handled employee relation issues.

#### Key Highlights:

- Efficiently collaborated with executive leadership to develop HR direction and strategy which enabled organizational goals and strategic objectives were met.
- Conceptualized and implemented the company's first ADP HRMS/HRIS system, transitioning employee records into electronic data.
- Successfully improved retention by 66% by implementing "Best People Model" overall in Call Center.
- Successfully represented company during OFCCP on-site investigations and desk audits for US locations, resulting in no penalties in over a year.

### Work History

Hub International Midwest, 2014-2015, Human Resource Generalist  
Wolters Kluwer, 2012-2014 Sr Human Resource Representative  
Northwestern Memorial Healthcare, 2011-2012, Human Resource Coordinator  
AON Hewitt, 2006 -2009 Human Resource Specialist

### EDUCATION AND TRAINING

**MASTER OF HUMAN RESOURCE MANAGEMENT (MHRM)**  
KELLER GRADUATE SCHOOL OF MANAGEMENT  
3.67 *G.P.A.*

2011  
Chicago, IL

**MASTER OF BUSINESS ADMINISTRATION DEGREE (MBA)**  
**Concentration: Human Resource Management**  
KELLER GRADUATE SCHOOL OF MANAGEMENT  
3.75 *G.P.A.* • *Graduated with Distinction*

2010  
Chicago, IL

**BACHELOR OF SCIENCE DEGREE**

### PROFESSIONAL DEVELOPMENT & ACCOMPLISHMENTS

- Senior Professional in Human Resources Certification, SPHR, HR Certification Institute, Alexandria, VA, 2016
- Human Resource Management Certificate, Keller Graduate School of Management, Chicago, IL, 2011

# RESUME - ACCOMPLISHMENT AFTER SAMPLE

## LAKRISHA DAVIS, MBA, SPHR®

Chicago, IL | (773) 559-4930 | lakrishadavis@gmail.com | linkedin.com/in/lakrishadavis

### DIRECTOR, HUMAN RESOURCES/TALENT ACQUISITION

Innovative and results-driven Human Resources Director and Consultant with consummate achievements in building best-in-class cultures as the strategic head of a variety of HR functions. Specializes in developing policies and procedures that effect positive change for the people resources of the organization; delivers comprehensive solutions for functions, including, talent recruitment, retention, performance management, employee relations and career development, among others. Builds robust development plans and programs that deliver culturally diverse and inclusive environments, increased employee satisfaction and retention, and improved organizational effectiveness. Relentless bottom-line driver, regarded for employing strategies that motivate teams individually to exceed objectives, all while reducing unnecessary costs and expenses. Industry expertise includes Non-Profit, Healthcare, Insurance, and Professional Services. **Core Competencies include:**

- Strategic Human Resources Planning
- Change Management & Reengineering
- Compensation Plans & Benefits Programs
- Compliance & Employment Law Expertise
- Executive Relationship Management
- Training Development & Facilitation
- CBA Contract & Union Negotiation
- High Performing Talent Acquisition
- Labor & Employee Relations
- Diversity & Inclusion Strategies
- Employee Engagement Strategies
- Budget Development/Management
- HRIS Systems & Implementation
- EEO, FMLA, ADA, Affirmative Action Planning

### PROFESSIONAL EXPERIENCE

#### DIRECTOR, HUMAN RESOURCES AND TALENT ACQUISITION

2016 – 2018

*Museum of Science and Industry, Chicago, IL*

Key member of the Human Resources team, providing leadership and direction over the Talent Acquisition function. Developed, directed and monitored the recruitment cycle, from sourcing to hiring, emphasizing a strong employer brand for MSI. Strategic consultant to management across several lines of business, defining all human capital objectives and providing ongoing recommendations to ensure the human capital and resources for organizational success. Worked collaboratively and built cohesiveness within the HR department to increase service delivery for management teams and XX+ employees. Mentored, coached, and led our recruitment team to identify and select top-qualified candidates, ensuring museum maintained a strong pipeline of talent to support initiatives. Employee champion, created and launched several development programs to identify and address skills gaps, build top talent, and incentivize the workforce for effective performance.

#### Selected Contributions:

- Deployed a new FMLA and Leave process, resulting in better people utilization and a reduction in costs for temporary workforce needs.
- Created a talent strategy that highlights diversity. Developed HR dashboard to quantify HR trends (replaced antiquated measuring tool) and guide business leaders to leverage statistics for more informed decision-making.
- Created and executed a new Employer Branding strategy to attract, recruit, and retain top talent in various fields, placing MSI as a premier Cultural Institution within the region.
- Successfully reduced unemployment liability to 77% denial rate, versus 24% in 2016.

#### HUMAN RESOURCE MANAGER

2016 – 2016

*Lexington Health Network, Wheeling, IL*

Human Resources Manager, responsible for planning, leading and directing the overall HR function across 2 facilities for over 400 exempt and non-exempt employees. Developed and executed HR strategies and policies/procedures that fostered growth, innovation, and organizational effectiveness all while providing HR cost savings. Guided leaders and managers through complex employee relations issues, along with providing coaching on disciplinary action and performance management. Partnered with business leaders to plan and implement leadership development strategies. Coached leadership team on 360

degree feedback interpretation. Supported professional development, executive coaching, and management skills training development.

**Selected Contributions:**

- Instrumental in fostering an 'open-door' environment conducive to positive dialogue across the site, which resulted in an increased employee-retention rate of 89% within an industry where high turnover is the norm.
- Achieved bringing our workers' compensation program into full compliance; Instituted a preferred providers list and trained managers and associates on procedures to follow when injuries occur.
- Reduced benefits costs through meticulous recordkeeping and ensuring the company did not pay for benefits for ineligible employees.

**HUMAN RESOURCE MANAGER**

**2015 – 2016**

*GoHealth, Chicago, IL*

Human Resources Director, leading and administering the full range of HR functions, including: new hire training and onboarding, staff development, benefit programs and compensation models, and hiring and retention. Was responsible for developing HR policies and procedures and promoting productive employee relations to support all levels of staff and workplace issues. Frequently interfaced with executive leadership to design HR and organizational strategies and ensure all strategic objectives were met.

**Selected Contributions:**

- Conceptualized and implemented the company's first ADP HRMS/HRIS system, transitioning employee records into electronic data.
- Successfully improved retention by 66% by implementing "Best People Model" throughout the call center.
- Served as point-of-contact and company representative during OFCCP on-site investigations and desk audits for U.S. locations, resulting in no penalties in over a year.
- Devised our formal policy and procedure manual for administration among all employees.

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**ADDITIONAL RELEVANT EXPERIENCE**

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**INDEPENDENT HR CONSULTANT**, *A Better You*, Chicago, IL (0000 – present). Advise and guide management teams towards best-in-class HR planning and administration, along with creating and revising HR policies and procedures as needed. Serve as internal consultant, and analyzed client company's current HR strategies and recommended solutions. Conduct audits and help ensure HR programs and activities are compliant with state/federal laws and regulations. Occasionally assist in the planning and management of large-scale, strategic HR projects and/or change initiatives.

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**EARLY CAREER HISTORY**

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**HR GENERALIST**, *Hub International Midwest*  
**SR. HR REPRESENTATIVE**, *Wolters Kluwer*  
**HR COORDINATOR**, *Northwestern Memorial Hospital*  
**HUMAN RESOURCES SPECIALIST**, *AON Hewitt*

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**EDUCATION & TRAINING**

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**SENIOR PROFESSIONAL IN HUMAN RESOURCES (SPHR) CERTIFICATION**, Issued 2016

**M.B.A. IN HUMAN RESOURCES MANAGEMENT**

*Keller Graduate School of Management*

**BACHELOR OF SCIENCE DEGREE**

*Northern Illinois University*