

The resume is free 😊

My recommendation is that you **copy and paste the resume into your own Word Doc.** I do not recommend using GoogleDocs/Drive to edit a resume. I find that most of the time, they don't come out formatted perfectly.

I recommend using my tip sheet.

I also recommend that you make the bullets on top in the “skills and abilities” as related as you can to the minimum and preferred qualifications on a job posting and whatever else seems like a top priority on it.

Your resume will be glanced at briefly. You want it obvious you qualify or come close to qualifying.

My email is iexplainhr@gmail.com if you have questions.

Mystery Lastname

Big City, CA • 90700 • (510) 222-1111 • madeupgmail.com

SKILLS & ABILITIES

- Over 6 years of experience managing retail stores as the Store Manager.
- Over 5 years of project management experience which includes planning the activities, measuring the progress, allocating resources, identifying constraints and completing the task respecting those constraints.
- 4 years of experience in full cycle recruitment using iCims software.

- Attends 2 employment law conferences per year to maintain updated employment law knowledge.
- Current certification in HR through the HRCI.

EXPERIENCE

Premium Staffing Solutions

July 2021 – Current

On-Site Recruiter; Lawson, KS

- Work closely with HR manager & department managers to help determine present and future staffing needs.
- Identifies and implements efficient and effective recruiting methods and strategies based on the available role, industry standards, and the needs of the organization.
- Manages the input of staff hours into the payroll processing system to ensure accurate and timely pay processes.
- Coordinates interviews with hiring manager and teams; oversees preparation of interview questions and other hiring and selection materials.
- Created an interview scheduling process hiring teams that reduced the interview process by 1 week on average.
- Assists with the interview process, including conducting resume reviews and phone screens, scheduling interviews and asking for and contacting staff referrals.
- Collaborates with the hiring manager and/or other human resource staff during the offer process, identifying and recommending compensation, incentives, start dates, and other pertinent details.

Hickery and Jones, LLP

March 2021 – June 2021

Customer Service Representative; Rochester NY

- Managed high call volume levels of 50-80 calls per day while providing excellent customer service in both English and Spanish.
- Verified all applicant information to determine eligibility for available programs and guided applicants through the application process.
- Worked closely with management on escalated issues to resolve all problems quickly and accurately.
- Reduced the average application verification time by 23% by creating a notification system within the application platform that sent notifications to the appropriate staff member once steps were complete.
- Regularly scheduled appointments to obtain needed documentation.
- Ensured all personal and private information such as social security numbers, drivers license numbers, incomes and credit ratings were safeguarded and kept confidential.
- Updated leadership on applicant needs and the status of applications regularly to ensure continuity of service.

Google

May 2018 – March 2021

Access Control Credential Management; Boar, CA

- Managed the resolution of 20-30 requests from employees, interns and contractors daily.
- Completed process improvement work by identifying unresolved tickets from terminated employees and removing those from the queue which resulted in a 30% reduction of open tickets. Flagging these tickets correctly saved time spent researching them and attempting to locate the employee who logged the ticket.
- Coordinated all new-hire badges for weekly orientations and ensured the data, name and access levels for each badge was accurate. Also created replacement badges and badges for individuals with job changes. During peak hiring times, up to 150 badges were made per shift.
- Maintained confidentiality of badge data information and disposed of returned badges.

Old Navy, Gap Inc.

Sept. 2014 – May 2018

General Manager; Lawsy, KS

- Made strategic business and HR decisions based on long and short-term objectives with a staff of 50-110 employees and 7 managers.
- Responsible for rolling out new policies and guidelines to staff, provided training and ensured signed acknowledgements of policy and procedure changes were obtained and filed.
- Improved sales and customer service scores from 3.9 to 4.8 on a 5-point scale by assessing customer feedback, providing training to staff, working across departments to involve other leaders and by modeling expected service expectations.
- Investigated policy violations and hotline calls. Conducted interviews, documented conversations and decided on and administered corrective action plans and other outcomes Prepared final pay and processed terminations when necessary. Participated in unemployment hearings.
- Solely conducted interactive processes related to ADA matters, essential functions and documented restrictions.

- Wrote and delivered quarterly staff reviews, individual development plans and annual performance reviews for the team and decided on individual salary increases.
- Coordinated the closing of the Lancaster location and the opening of the Lawsy location. Store had the top sales in the entire company for opening day sales. The previous record for sales for an opening was +58% to goal and the Lawsy location was +168% to goal. Partnered with state and local media and community organizations to boost foot traffic and community engagement.

EDUCATION

Northern Chicago University; Chicago, CA

Sept. 2001 – June 2005

Bachelor of Arts in Communications, Minor in Humanities (Spanish, English)

Western Governor's University; Salt Lake City, UT

Nov. 2012 – March 2015

Masters of Business Administration