Name, CHRP

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Human Resources Executive

With progressive and comprehensive experience in diverse, international organizations undergoing transformational change and growth. Practiced in helping organizations lead and manage change and improve business operations. An expert in enhancing individual and team capability and performance. An innovative, energetic, skilled leader, coach, business partner and trusted advisor who establishes credibility and interacts effectively with all levels of an organization. Demonstrates a commitment to excellence and thrives in a fast-paced environment.

Professional Experience

COMPANY NAME 20XX – 20XX

A leading global business solutions provider of business process outsourcing services to corporations in the manufacturing, retail, telecom, technology, banking, insurance, healthcare, media and public sectors; employing over 20,000 individuals across three continents and 35 centers.

Country Human Resources Leader, Canada

Reporting to the Chief People Officer, provided strategic HR leadership with responsibility for HR service delivery, relationship management and recruiting nationally for 5000 hourly and salaried; non-unionized and unionized employees; Managed a team of 10 direct reports (HR Managers, DMS Specialist and Corporate HR Generalist) and 34 in-directs (HR Generalists, Site Recruiters, HR Specialists and HR Administrators) in 11 centers across Canada.

* Designed and implemented employee engagement initiatives that quickly reduced attrition by up to 5% in an environment plagued by costly staff turnover
* Spearheaded site and country level action plans to address employee survey feedback increasing employee satisfaction scores up to 10%
* Realigned and re-engaged a national HR team, creating consistency of policy implementation, increasing capability and improving performance
* Reduced legal bill from $1M to < $200K annually within one year, by implementing appropriate compliance strategies and effective management of human rights and employment law matters
* Led the implementation of WSIB Work-Well Audit criteria within four months to pass the audit preventing a   
  penalty of $98K
* Implemented a national employee discount program through outside vendor partnerships as a creative approach to add value to employee total compensation in an environment where annual increases were not feasible

COMPANY NAME, City, ON 20XX – 20XX

Canada’s leading, national, privately held wholesale distributor of pharmaceutical and front shop products to the drug store industry with sales in excess of $250M, five distribution centers and 900 employees nationally.

Director, Human Resources

Reporting to the VP, Human Resources, provided strategic HR leadership nationally in a generalist capacity to all hourly and salaried employees. Managed a team of seven direct reports (HR Manager, HR Generalists, Compensation/Benefits/Recruitment Specialist, H&S Specialist) and two in-directs (HR Administrators).

* Recruited to restructure a dysfunctional HR department, build a respected HR team, maintain a union-free status and improve employee engagement following a tumultuous year of employee unrest culminating in near certification of a union during a state of crisis at the corporate head office
* Developed and implemented a full portfolio of consistent, transparent HR policies, programs and services that dramatically improved overall employee engagement and performance, including: EAP, H&S Management, Disability Management, Performance Management, Leadership Development and Competencies, Job Evaluation System, Attendance Management, Compensation and Benefits, Talent Acquisition, Talent Management, Talent Development and HRIS Systems
* Realized cost savings and productivity improvements:
* Cut absenteeism by 50%
* Reduced Lost Time Incidents by 93%
* Improved compliance with annual employee appraisal process by 50%
* Reduced benefit costs by 20% annually
* Maintained a flat compensation budget
* Regained credibility and significantly improved value of the HR function, establishing a corporate HR scorecard with relevant metrics and transforming a tactical, personnel group into a strategically aligned national HR business partner supporting rapid growth during a time in which business and staff levels doubled
* Acting as trusted advisor and business partner to senior leadership, provided organizational development and change management support within a complex organizational environment during a time of significant transformation
* Designed and implemented positive employee relations and third party intervention avoidance strategies and action plans, achieving de-certification of a union in one facility and maintaining a union-free environment across five locations nationally
* Changed the face of leadership through effective performance management and talent acquisition strategies aligned with renewed leadership competencies

COMPANY NAME, Toronto, ON 20XX – 20XX

A global consumer packaged goods corporation.

Human Resources Senior Manager

Reporting to the Plant HR Director, managed a team of four direct reports including two Occupational Health Nurses, two HR Generalists and three Safety Specialists with responsibility for Employee Relations, Disability Management and Health & Safety for the papermaking manufacturing facility with 500 employees, 24/7 operations.

* Implemented strategies and action plans to maintain a union-free status and dramatically increase employee satisfaction and engagement following corporate change of ownership and during a time of significant organizational change
* Reduced Lost Time Incidents by 80% while managing a $10M safety improvement appropriation to improve infrastructure
* Achieved annual rebates of $300K for six consecutive years through rigorous WSIB claims management
* Contributed to the design and implementation of a key initiative to change from a traditional to a high performance work system
* Led three consecutive sites United Way Fundraising Campaigns raising a total of $600K
* Established and managed the Foundation Skills Learning Center for adult literacy skills, providing 24/7 coverage and tutoring. The program won the Conference Board of Canada’s Award for Excellence in Workplace Literacy 2000-2001

EDUcation and professional development

Masters of Education, Counseling Psychology, University Name 20XX

Canadian Registered Safety Professional (CRSP) 20XX

Certificate in Human Resources Management, University Name 20XX

Honours Bachelor of Science, University Name 20XX