

KAREN L. MILLER, PHR, SRHM

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HUMAN RESOURCES EXECUTIVE

Seasoned and accomplished Human Resources Executive with a practical and solid understanding of a diverse range of human resource concerns, including recruitment, HR policy development, training, compensation, employee relations, and legal and union compliance.

Proven ability to partner with all levels of managers and team members to address and achieve both business and human resource goals. Outstanding interpersonal capabilities, able to cultivate relationships quickly with clients, staff, and business partners.

Core Competencies:

- ✓ HR Policies & Procedures
- ✓ Culture Change
- ✓ Employee Relations
- ✓ Leadership Development
- ✓ Recruiting/Staffing
- ✓ Long-Range Planning
- ✓ Compensation Design
- ✓ M&A Integration

PROFESSIONAL EXPERIENCE

ABC COMPUTER SERVICES • City/State

2004 – 2010

A provider of IT services and business process outsourcing solutions to businesses, government agencies, and non-profit organizations.

Human Resources Director

Managed human resource function for the nation's largest debt collection agency/law firm for a 6 state territory of 500 FTE with 5 direct reports. Directed East Coast HR team in the development of human resource initiatives, procedures, employee relations, staffing, and compensation.

- Reduced recruitment and benefits costs by 42% through the proposal and implementation of a new Human Capital Management program (HCM).
- Spearheaded the organization's first 360-degree feedback program as an aide to performance management and succession planning.
- Transitioned the HR department from paper-based, transaction-oriented function to an electronic model by implementing the company's first manager/employee self service web portals.

XYZ • City/State

2007 – 2008

A provider of telecommunications services in 16 countries, offering long distance, data transmission, Internet access, and network services.

Human Resources Manager

Oversaw the effective and efficient design and delivery of human resources needs for an \$85M store comprised of 175 associates and 25 managers.

- Reduced EEOC charges and employee grievances by 60% over prior year.
- Increased employee commitment, skill set, and job satisfaction by 45% per employee Gallup poll surveys resulting in a 20-point increase in employee job satisfaction scores through the design and implementation of an associate rotation program.
- Designed performance management process, corrective action templates, and metrics for national sales

CONTINUED

PROFESSIONAL EXPERIENCE, *Continued*

- Designed store's first HR Newsletter which incorporated pertinent HR news, upcoming organizational initiatives, and business industry topics to further engage and improve communication to employees on relevant topics.
- Led HR Team's activities toward achievement of company objectives and successfully managed multi-state reduction in force initiative for 600+ employees.
- Reduced turnover by 26% throughout the region by designing and implementing a region wide recruitment behavior-based interviewing and skill matching program.

ABC Company • City/State

2006 – 2007

*A multinational organization with locations in 79 countries and nearly \$1 trillion in receivables and +100,000 employees.***National Human Resources Manager**

Functioned as Chief human resources consultant to management and 600 employees for 3 separate business units across a geographically dispersed area of 20 stores. Advised management and employees on interpretation of company policy and provided counsel to management on a variety of employee concerns.

- Managed the creation of a new Exit Interview Program for organization.
- Created and implemented Management 101 training for newly promoted managers.
- Reviewed and approved employee corrective action requests from managers and recommended appropriate level of discipline.

ABC Company • City/State

1997 – 2005

*A multinational organization with locations in 81 countries and nearly \$2 trillion in receivables and +400,000 employees.***Assistant Vice-President/Senior Human Resources Consultant**

Delivered consultative guidance, support, and recommendations to managers and team members in all key human resource functions, including policy development and interpretation, human resource strategy development, compensation, staffing/recruitment, affirmative action, and training development for an FTE count of 500 team members.

- Increased new employee retention by 33% through creation of the division's first Online New Hire Orientation Program.
 - Achieved "Outstanding Contribution" award (1999 to 2004).
 - Developed strategic plan for mass reductions in staff across multi-state locations, including administration of severance budget, realignment of new division, talent redeployment efforts, relocation of employees, succession planning, and employee communications.
 - Designed performance management process, corrective action templates, and metrics for national sales team.
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EDUCATION & LICENSES**M.S., Organizational Behavior/Human Resources Management, University of Phoenix (2006)**