

# JILLIAN A. HARRIS

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## HUMAN RESOURCES GENERALIST

Dynamic, goal-driven human resources professional with more than 10 years of experience managing a full spectrum of HR programs, projects, and initiatives. Adept at developing and coaching teams to excel by instilling a culture of teamwork and inspiring unity toward common objectives. Solid track record of success in providing leadership across multiple business units and partnering with cross-functional teams to develop and drive corporate strategy.

### CORE COMPETENCIES

- Workforce Planning/Analysis
- Team Building/Morale Building
- Training and Development
- Employee Relations
- Organizational Development
- Orientation and Onboarding
- Compensation and Benefits
- Regulatory Compliance
- HR Generalist Affairs
- Recruiting and Staffing
- Conflict Resolution
- Team Leadership

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### PROFESSIONAL EXPERIENCE

ABC CORPORATION | Atlanta, GA

2010 – Present

#### Senior Training Consultant

Managed human resource functions for the nation's largest debt collection agency/law firm comprised of a 6-state territory comprised of 1500 employees. Directed East Coast HR team in the development of human resource initiatives, procedures, employee relations, staffing, and compensation.

- Spearheaded conversion training and consulted more than 200 branches on policies and procedures; trained 2000+ employees on bank systems.
- Reduced turnover by 45% through design and implementation of a recruitment behavior-based interviewing program.
- Launched the organization's first 360-degree feedback program as an aide to performance management and succession planning.
- Lowered EEOC charges and employee grievances by 40% over prior year.

ABC CORPORATION | Atlanta, GA

2005 – 2010

#### Human Resources Manager

Oversaw delivery of human resources needs for a \$16M store comprised of 200 associates and 20 managers. Defined and executed HR strategies aligned to organizational goals. Coordinated with Learning and Development training department and served as a resource for field forces on various topics in the areas of product, customer service, and compliance.

- 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.
- Planned and executed more than 100 workshops for senior-level management personnel to assist in coaching team members in areas of customer service and sales.
- Boosted new employee retention by 35% through creation of the division's first Online New Hire Orientation program.

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### EDUCATION

**Bachelor of Science in Management**, Georgia State University, Atlanta, GA