

THIS IS RESUME JOE CONNOR WROTE FOR AM. THIS RESUME RESULTED IN INTERVIEWS FOR CLIENT, AM. SHE WAS HIRED WITHIN 30 DAYS OF USING THIS RESUME.

**AM**

City, State Zip ~ XYZ-XYZ-XYZ ~ email@clientaddress.com

---

## OBJECTIVE

---

- Seeking a permanent Administrative and/or Human Resource opportunity with a small-to-medium sized organization where there are opportunities for personal and professional growth; willing to join the organization on the ground floor to better grasp its unique processes and procedures.

---

## SUMMARY OF QUALIFICATIONS

---

- Bilingual (English and Spanish) Administrative and Human Resource leader with solid, hands-on experience.
- Consistently promoted to positions of additional responsibility for exceeding performance expectations.
- Analytical thinker and problem solver with strong written and verbal communication skills.
- Experienced managing projects and working with others, including to evaluate programs as well as develop budgets, training programs and policies and procedures.
- Strong background across Occupational Health and Safety as well as Ergonomics.
- Qualify for the Work Opportunity Tax Credit (WOTC) for employers (service veteran).
- Proficient with Microsoft Office suite, including taking recent classes through San Diego Continuing Education.
- Willing to work on a temporary or part-time basis as well as nights and weekends.

---

## WORK HISTORY

---

### CARETAKER/VOLUNTEER

2006-2011

- Chose to leave the workforce and care for both of my elderly parents on a full-time basis.
- Volunteered at the XYZ Community Center, XYZ Housing Association and Bayside XYZ.

Employer – San Diego, CA

1995-2006

#### JOB TITLE (2001-2006)

- Promoted to lead a variety of administrative roles, including manage special projects and direct special fiscal, administrative or personnel studies that identified and resolved significant problems.
- Analyzed job classification structure and staff organization, including salary compensation surveys.
- Oversaw the preparation, analysis, control, and modification of a \$62 million budget.
- Interviewed and hired personnel, and developed and implemented employee relations policies.
- Managed and trained a staff of 14 employees.
- Worked with labor organizations and other city or county departments on Service Level Agreements and Memorandums of Understanding.
- Oversaw Return to Work and Workers' Compensation Claims.
- Investigated claims of discrimination and employee misconduct, in accordance with EEO.
- Recovered \$5.8 million by implementing a process that identified erroneous charges and allocations.

#### JOB TITLE (1997-2001)

- Communicated and trained supervisors and employees on improving workers' health and safety.
- Analyzed injury reports to identify lost time and significant trends and to develop preventative measures.
- Reduced injuries 25 percent within one year by developing and implementing an injury review program.

#### JOB TITLE (1995-1997)

- Performed inspections of office as well as field facilities.

Employer

1989-1995

#### JOB TITLE

U.S. Armed Services Branch (Active Duty; was Honorable Discharged)

1983-1989

---

## EDUCATION AND CERTIFICATES

---

- XYZ Certificate, School  
*Degree*, School, City, State