

Sample Resume by Thea Kelley

NAME

City, State, Zip | Phone #
Email

HUMAN RESOURCES / TRAINING AND DEVELOPMENT PROFESSIONAL

Visionary professional who achieves unprecedented results through innovation, initiative and resourcefulness. Thrives in ambiguous circumstances with minimal direction and resources; strong ability to gather and compile best practices from throughout the organization. A natural relationship builder who enrolls others to support positive change.

COMPETENCIES

Training, Development, Coaching
Performance Management
Multi-Unit HR Partner
Recruitment & Retention
Process Improvement

Presentation, Facilitation, T4T
Diversity & Inclusion
Program Development
Retail Operations
Policies & Procedures

Instructional Design / ADDIE
Succession Planning
Change Management
Sales / Service & Marketing
Employee Relations & Engagement

SELECTED ACCOMPLISHMENTS

- Consistently "do more with less" in one of Confidential Large Retailer's smallest, fastest-paced and most productive HR Development teams, serving the largest division in the company. Play key role in division's success in producing more proficient retail leadership graduates than any other division.
- Earned Top Performer Award for streamlining Retail Leadership Development Program selection process by three months, enabling over-delivery on formerly unattainable goal of 100 graduates annually.
- Designed, developed and delivered training that led to highest-ever increase in sales in 50-year history of Confidential Large Apparel Company.
- As Manager of Training, Development and Customer Service for Confidential, developed several new training and HR programs that led to significant increases in morale and performance during a time of intense organizational change.

PROFESSIONAL EXPERIENCE

CONFIDENTIAL LARGE RETAILER, INC., City, CA

2005 – Present

Human Resources Representative – Management and Diversity, Western Division (2007 – Present)

Collaborate with management to achieve staffing, training, diversity, sales and operational goals in largest division of Fortune 100 corporation. Work closely with division leadership in performance management, leadership development and succession planning. Design and develop curricula for managers and sales staff. Serve as Program Lead for Leadership Development Program, Administrator for Diversity Leadership Board, and Continuing Education Liaison. Intermittently supervise two HR specialists and three generalists.

- Direct, manage and facilitate Advanced Retail Career Development program for high-potential assistant managers.
 - Trained 500 managers to date, significantly reducing store manager vacancies.
 - Maintain high success rate for the division: 98% of graduates are promoted compared to 85% in other divisions.
- Maintain reputation as first choice of directors and managers for presenting and facilitating, particularly for topics requiring excellent interpersonal skills. Sole trainer sent to Hawaii for past three years in recognition of outstanding cultural sensitivity.
- Earned recognition from company president for dedication and excellence in auditing and coaching on the sales floor during major sales initiative.
- Tripled participation in health challenge program. Achieved results through marketing, incentives, and recruiting all 12 division directors to support the initiative.

Human Resources Development Specialist – Retail Leadership Development Coordinator (2005 – 2007)

Managed extremely complex, fast-moving, award-winning Retail Leadership Development Program for field personnel. Managed recruitment, selection, evaluation and placement. Planned and directed work schedules and special projects including job

shadowing and on-the-job training for up to 75 field-based trainees and two office-based direct reports. Partnered with and mentored HR representatives in coaching and tracking of mentees. Maintained records and databases; produced reports for senior management. Directly supervised two HR generalists.

- Tripled bench of management trainees qualified for promotion.
- Took initiative to create first-ever online training program for new program managers, collecting and compiling best practices previously only available in word-of-mouth form into comprehensive guidebook that is still in use today.

CONFIDENTIAL LARGE APPAREL COMPANY, INC., City, CA

1996 – 2005

Manager of Training, Development and Customer Service (2000 – 2005)

Directed and led training programs for 1,200 team members for women's apparel retailer. Managed and implemented development, delivery, coaching and assessment. Served as Regional Human Resources Manager for troubled target areas and flagship locations. Resolved retail customer escalations. Led Field Training Team of 13. Supervised up to 15 direct reports.

- Started new training department from scratch after change in ownership and leadership of company.
- Designed and developed company's first Customer Service Employee Recognition Program, which became a very important motivator for field teams.

Manager of Training and Development (1996 – 1999)

- Designed, developed and delivered new training program for management and sales personnel in subject matter including Operations, Product Knowledge, Customer Service, Sales and Merchandising, leading to nearly immediate \$5 increase in average transaction, the highest increase in sales in the company's 50-year history. New level was maintained throughout tenure in job.
- Designed and developed company's first comprehensive Behavioral-Based Interviewing Program, which improved quality of hire over entire district, increasing retention and growing sales. Program was adopted across 75-store region.

CERTIFICATIONS

- Senior Professional in Human Resources (SPHR), HR Certification Institute (2011)
- Master Trainer, The Training Clinic, Seal Beach, CA (1998)
- Microsoft Certified Presenter (1998)
- Instructional Design Certification, The Training Clinic, Seal Beach, CA (1998)

PROFESSIONAL DEVELOPMENT

Over 250 hours of seminars in topics including: *Driving Sales and Operations, Multi-Unit Management, Basics of Human Resources Law, Managing Multiple Projects, Recruiting, Instructional Design, Facilitation, Leadership, Communication Skills*

COMPUTER SKILLS

Microsoft Office, PeopleSoft, Quark; working familiarity with Joomla Learning Management System

AWARDS AND RECOGNITION

- Top Performer Award, Company, Inc., for streamlining retail leadership development processes
- Three Appreciation Awards, Company, Inc., for championing rollout of health and wellness programs
- Three Letters of Recognition from Company, Inc. president, for exceptional initiative and dedication
- Five Outstanding Performance Awards, Company, Inc.

AFFILIATIONS

- Society for Human Resources Management (Current)
- American Society for Training and Development (1996-1999, 2000-2005)

COMMUNITY INVOLVEMENT

Active volunteer for numerous causes including AIDS Walk, Make-A-Wish, Susan G. Komen Race for the Cure and Operation SAM