

Jennifer Johnson
1234 A Street
San Jose, CA 95126

Goal-Oriented Human Resources Professional with over 12 years of successful partnering with management to lead organizations in the planning, hiring and development of the company's most important asset, its employees. Strong HR activist for the organization in delivering results with integrity while building relationships with all levels of the organization.

Skills and Qualifications:

- Acquisitions/Downsizing
- Change Management
- Coaching/Counseling
- Benefits Administration
- Employee Relations
- Employment/Staffing
- Event Planning
- Facility Coordination
- HRIS (SAP/Lawson/ADP)
- Leave of Absence
- Meeting Facilitator
- Orientations
- Payroll (ADP)
- Performance Management
- Policies & Procedures
- Recognition/Rewards
- Terminations
- Training/Career Planning
- Vendor Management
- Workers Compensation

Professional Experience:

12/06 – 11/07 - Johnson Controls, E. Palo Alto, CA

Human Resources Manager - Responsible for all areas of Human Resources in addition to overseeing payroll for an employee base of 220 in a multi-state environment.

- Managed full cycle recruiting efforts for entire company including sourcing, pre-screening, background checks, offers, scheduling physicals, etc.
- Worked with external vendor on employee satisfaction survey and reported results to Sr. Management
- Collaborated with executive team to establish and execute organizational strategic planning and objectives
- Coordinated, communicated and managed annual performance evaluation program for entire company including 6 satellite offices
- Worked with TERO (Tribal Equal Rights Organization) at our AZ facility to assist community members to find employment on the reservation
- Developed and coordinated training for all levels of the company
- Reviewed and updated the employee handbook to better communicate the companies culture and values
- Mentored managers on creating a positive work environment by using different recognition techniques
- Advised and counseled managers on proper disciplinary actions up to and including termination
- Successfully transitioned over 100 employees to new company that acquired majority ownership of current business
- Facilitated closing of satellite offices by scheduling sale of equipment and furniture; packing and shipping files and equipment to one location for storage and sale

10/06-11/06 – KLA Tencor (Superior Technical Resources), Fremont, CA

Sr. Benefits Analyst (Contract) - Project managed the on-boarding of employees of a newly acquired company in Ohio

- Created enrollment forms to combine all benefit options in one place for easier enrollment
- Created tracking spreadsheets to verify all required documentation was completed by all employees
- Participated in benefit orientation meetings and assisted with questions on new benefits
- Wrote various benefit procedures for the processing of benefits

- Created a tracking spreadsheet for self billing plans

3/05 – 9/06 - CitiGroup, San Ramon, CA

Human Resources Director - Responsible for all areas of Human Resources and overseeing the payroll processing for an employee base of 450 in a multi-state environment.

- Oversaw and lead the team in the transition of payroll systems with an annual savings of \$10,000
- Reduced overall benefits costs 15% by redesigning health plans while keeping the core benefits at a premium level
- Reduced workers compensation premium by more than \$70,000 by auditing coverage categories and realigning covered employees.
- Participated in and completed Crestcom Management Training Program
- Part of the advisory team that worked to receive “Green” accreditation for first mortgage company in Contra Costa County
- Revamped entire employee performance process with input from all levels of management to better accommodate the timing of reviews, review format, and standardization of job descriptions for both employees and managers
- Developed and coordinated training for all levels of the company
- Created, managed and oversaw budget for company events
- Motivated staff to do their best and reach their goals by offering incentive programs and training programs
- Mentored managers on creating a positive work environment by using different recognition techniques
- Worked closely with benefit broker and benefit carriers to resolve employee benefit issues
- Created a Counseling and Disciplinary Plan and Corrective Action Form to provide guidance to inexperienced managers when dealing with employee relations issues

5/04 – 1/05 – First American Title Company, Campbell, CA

Sr. Human Resources Business Partner/Manager - Responsible for supporting 950 employees with employee relations, policy and procedures, new hire orientation and terminations.

- Created and communicated processes and paperwork for terminations to better assist managers in making termination decisions
- Re-organized new hire and benefit packets for easier understanding and better flow
- Assisted in creating a benefit orientation program to flow more smoothly and easier to comprehend
- Worked with managers to educate them on employee relations processes and procedures

10/01 – 5/04

Sr. Human Resources Representative, Barrier Therapeutics, Palo Alto, CA

Managed entire benefit lifecycle, lead on HRIS system, managed workers comp and leave of absence process and was recreation committee chairperson for company of over 300 employees

- Member of implementation team who successfully took new SAP HRIS system live
- Lead project to completion of company’s first Compensation and Benefits Statement, working with outside vendor
- Developed and coordinated training for all levels of the company
- Organized annual Health Fair
- Chaired recreation committee that planned monthly company events
- Maintained and managed SAP HRIS
- Created informative employee communications that increased awareness of benefits and their value
- Created process and paperwork for terminations, re-organized new hire and benefit packets, assisted in making benefit orientation flow more smoothly
- Worked closely with benefit broker and benefit carriers to resolve employee benefit issues
- Oversaw the Second Harvest Food Drive and Family Giving Tree program which netted 280 lbs of food and 100 granted wishes for under privileged kids and adults

8/99 – 10/01 - SAIC, Inc., San Francisco, CA

Human Resources Manager (1/01-10/01) - Managed all aspects of Human Resources and payroll.

- Worked with managers on employee relations issues
- Assisted CFO with stock plan administration
- Lead in the downsizing and closure of the wholly owned subsidiaries of SoftNet
- Facilitated closing of satellite offices by scheduling sale of equipment and furniture, packing up required documentation and shipping to corporate office

Sr. HR Administrator-Benefits/HRIS (8/99 to 1/01) - Managed entire benefit lifecycle, lead on HRIS system, managed workers comp and leave of absence process

- Administered benefits for a multi-state and international organization with three subsidiaries
- Partnered with benefit broker to create benefit plans that best suited employee population
- Coordinated open enrollment meetings
- Created communication for newly acquired associates from acquisitions as to how they could access HR and Company information while in the field
- Assisted in the implementation of a new HRMicrosystems HRIS system
- Participated in the creation of company orientation programs, policies and procedures to better represent the companies values and vision
- Created informative employee communications that increased awareness of benefits and their value
- Created a Counseling and Disciplinary Plan and Corrective Action Form to provide guidance to inexperienced managers when dealing with employee relations issues
- Created process and paperwork for terminations, re-organized new hire and benefit packets, assisted in making benefit orientation flow more smoothly

11/97 - 8/99 – Kaiser Permanente, Hayward, CA

Compensation & Benefits Specialist - Handled all aspects if compensation and benefits and supported recruiting for company of over 750 employees.

- Administered employee benefit programs
- Created informative employee communications that increased awareness of benefits and their value
- Created process and paperwork for terminations, re-organized new hire and benefit packets, assisted in making benefit orientation flow more smoothly
- Prepared of annual reports for employees, administration and regulatory agencies
- Maintained compensation policies to ensure accuracy and consistency
- Audited monthly billing benefit statements

Education and Professional Certifications:

- Crestcom Bullet Proof Manager Training Certification
- Human Resources Management Certificate from University of California San Francisco Extension
- SHRM and NCHRA Member
- Associate Degree in Business Management from New Mexico State, Las Cruces, NM

Community involvement

- Member of the Community Emergency Response Team (CERT) for city of Sunnyvale
- Volunteer for annual San Francisco Bay Wine Auction at Wente Vineyards
- Volunteer for Loving Paws (provides professionally-trained assistance dogs to children with physical disabilities)