

# YOLANDA M. GARCIA

Austin, TX 12567

✉ ymgarcia6732@gmail.com

☎ 234-111-1111

🌐 <http://www.linkedin.com/mar>

## SUMMARY OF QUALIFICATIONS

- Human resource professional with leadership experience in the areas of talent acquisition, compensation, benefits, and employee relations.
- Collaborate with team members, hiring managers, and upper-level management to develop HR policies and strategically meet the human resource needs of the organization.
- Committed to strengthening diversity, equity, and inclusion (DE&I) initiatives.
- Routinely analyze metrics and review current research on best practices in HR.
- Strictly comply with human resources related laws, regulations, and policies including ADA, FLSA, FMLA, IRCA, and EEO.
- Fluent in Spanish.

## TECHNOLOGY

Applicant Tracking Systems (ATS)

Human Resource Information Systems (HRIS) and Talent Management Systems (TMS)

Statistical Software: Tableau, Qualtrics, SPSS

Social Media: LinkedIn, Twitter, Facebook, Instagram

Microsoft 365 Applications: Word, Excel, PowerPoint, SharePoint, Outlook, Teams

Zoom and online learning platforms: Blackboard, Canvas

## EDUCATION

**Doctor of Business Administration (DBA), Specialization in Human Resource Management**

Walden University | Minneapolis, MN

Expected: 2026

**Master of Science in Human Resource Management**

Walden University | Minneapolis, MN

2018

**Bachelor of Science in Business Administration**

Walden University | Minneapolis, MN

2012

## CERTIFICATIONS

**SPHR**

Human Resources Certification Institute

2022

**PHR**

Human Resources Certification Institute

2020

**SHRM-SCP**

Society of Human Resource Management

2018

## PROFESSIONAL EXPERIENCE

**Human Resource Manager**

ANC Financial | Austin, TX

2020 - Present

- Manage 10 HR professionals that administer benefits in support of 800 full-time and 30 part-time employees and oversee approximately 25 new hires a year.
- Analyze HRIS data reports for trends and opportunities for improvement.
- Collaborate across the organization to develop strategies, strengthen DE&I initiatives, and address issues related to recruitment, compensation, benefits, employee recognition and employee relations.

- Coordinate the planning and delivery of virtual information sessions for employees on changes to benefit packages during open enrollment.
- Reviewed company employee policies outlined in employee handbook and made recommendations to streamline and clarify policies and enhance the employee recognition program. Implementation of changes resulted in an increase in the employee satisfaction score on the annual employee survey.
- Redesigned the annual performance review process to include quarterly reviews on progress towards performance goals improving staff and management relations.

### **Human Resource Generalist**

ANC Financial | Austin, TX

2018 - 2020

- Collaborated with HR and organizational leadership on analyzing data from HRIS reports to plan quarterly hiring and compensation strategies.
- Reviewed and made recommendations on job classifications and equity in compensation.
- Led the talent acquisition team on developing sourcing, recruiting, and staffing strategies including the implementation of a strategic diversity recruitment and staffing initiative.
- Led an internal team to update onboarding orientation and training materials and contracted with an instructional design team to create updated virtual training modules.
- Trained hiring managers on interviewing best practices and selection criteria.
- Oversaw employee communications regarding PTO, FMLA leave, bereavement, and disability policies.

### **Human Resource Coordinator**

RET Bank | Austin, TX

2016 - 2018

- Guided employees on the annual performance review process.
- Fostered positive employee relations, and conflict resolution through active listening, clear communications, and, if needed, creation of a performance improvement plan.
- Reviewed new hire and promotion compensation packages.
- Processed confidential new hire and exit data.
- Guided employees on the annual performance review process.
- Fostered positive employee relations, and conflict resolution through active listening, clear communications, and, if needed, creation of a performance improvement plan.
- Reviewed new hire and promotion compensation packages.
- Processed confidential new hire and exit data.

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## **VOLUNTEER EXPERIENCE**

### **Volunteer Outreach Coordinator**

American Red Cross

2015 - 2018

- Recruited volunteers to support community programs.

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## **MEMBERSHIPS & AFFILIATIONS**

### **Member**

National Society of Leadership and Success, Walden Chapter

2020

### **Member**

Society of Human Resource Management (SHRM), Walden University Chapter

2016