

DESMOND G. BERKLEY

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SUMMARY OF QUALIFICATIONS

- Human resource professional with experience in recruitment, hiring, onboarding, and employee retention initiatives.
- Experience collaborating with hiring managers to ensure job postings accurately reflect requirements of positions and attract qualified candidates.
- Make data-informed decisions to improve the candidate and employee experience.
- Committed to diversity, equity, and inclusion (DE&I) in recruitment processes, planning, and program development.
- Strictly comply with human resources related laws, regulations, and policies including ADA, FLSA, FMLA, and EEO.

TECHNOLOGY

Applicant Tracking Systems (ATS)

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

Social Media: LinkedIn, Twitter, Facebook

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

Zoom, Google Docs, and Blackboard (online learning platform)

EDUCATION

Master of Science in Human Resource Management | Expected: Dec 2024

Walden University | Minneapolis, MN

Bachelor of Science in Business Administration | Graduated: 2017

Walden University | Minneapolis, MN

SELECT GRADUATE COURSEWORK

Benefits, Compensation, and Resource Allocation

Conflict Management and Negotiation

Aligning Human Resources with Business Operations

Individual and Organizational Performance Management

Legal and Regulatory Environment

Human Resource Analytics

CERTIFICATIONS

PHR | 2022

Human Resources Certification Institute

SHRM-CP | 2021

Society of Human Resource Management

EXPERIENCE

Human Resource Specialist | 2021 - Present

Clayton Home Improvement | Houston, TX

- Manage recruitment processes for up to 70 open positions annually, including consultation with department managers to create job descriptions that accurately describe the job requirements and convey a welcoming and inclusive environment for potential candidates.

- Strictly adhere to recruitment practices in accordance with employment laws, regulations, and policies including the Equal Opportunity (EEO) and Immigration Reform and Control Act (IRCA) laws.
- Expanded the marketing of open positions across multiple social media and job posting channels resulting in an increase in the number and diversity of qualified candidates and a reduction in time-to-hire.
- Use applicant tracking systems (ATS) and HRIS system to manage candidate and employee data following strict confidentiality policies.
- Conduct phone screenings, schedule interviews, and check references. Report results to hiring managers.
- Facilitate the onboarding and training process for new non-exempt and exempt positions. Ensure all training materials reflect up-to-date company policies and procedures.
- Analyze quantitative and qualitative data on hiring, employee retention, job performance, promotions, and salary.
- Recommended an exit interview process for all departing employees that was approved and implemented. Analyzed results and used findings to develop two new employee retention initiatives that increased retention and saved over \$35,000 within the first year.

Manager, Customer Service Department | 2017 - 2021 **Farley's Sporting Goods | Houston, TX**

- Managed 18 full and part-time customer service representatives who served over 500 customers weekly.
- Collaborated with the Human Resources Department to develop job descriptions for open positions, updated new hire training, organized professional development opportunities, implemented an employee recognition award program, and resolved employee issues.
- Motivated and inspired employees through positive feedback and guidance on strategies to strengthen communication skills and provide quality customer service.
- Conducted formal quarterly employee performance reviews recognizing employee strengths and providing steps to improve performance.
- Applied active listening skills and de-escalation techniques to manage conflict and foster a positive team environment.
- Compiled weekly KPI reports and presented reports to upper-level management.
- Developed and implemented a new training program resulting in improved customer satisfaction and employee retention.

Customer Service Representative | 2015 - 2017 **Farley's Sporting Goods Store | Houston, TX**

- Used strong communication and customer service skills to address over 80 customer issues per week.
- Consulted with management on steps to resolve escalated issues.
- Recommended a strategy that was implemented to improve the employee scheduling process resulting in improved employee satisfaction and reduced wait time for customers.

VOLUNTEER EXPERIENCE

Workshop Instructor | 2016 - 2020 **Goodwill Industries, Houston, TX**

- Taught quarterly workshops on resume development and job search strategies for individuals with employment barriers.

MEMBERSHIPS & AFFILIATIONS

Member | 2021
Society of Human Resource Management (SHRM), Walden University Chapter

Member | 2020
National Society of Leadership and Success, Walden University Chapter