

JENNIFER RASTON

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DIRECTOR OF HUMAN RESOURCES

PHR certified Human Resources professional with over five years' generalist experience. Demonstrated consistent and progressive levels of responsibility, involving delivery of HR services to employee groups ranging from 250 to 1000.

Proven ability to handle challenging employee issues from negotiations, recruitment, training, compliance and performance management.

Valued executive staff member providing guidance and information of federal and state employment regulations.

WORK HISTORY

Pasadena Housing Department

Personnel Manager

May 2009

- Headed the personnel division for the Pasadena Housing Department representing 1,000 union and non-union employees. Administrative duties included recruitment, labor relations, training, performance management, worker's compensation and role definition.
- Interfaced with other City departments concerning Equal Opportunity Program (EOP) complaints and investigations
- Prepared reports and communicated the status of the housing department with City Council and other government agencies

LA Housing Authority

Director of Human Resources

2004-2009

- Headed human resources services for a staff of 400
- Negotiated collective bargaining agreements for 10 bargaining units
- Conducted investigations and rendered decisions on employee claims and complaints
- Developed personnel policies and procedures and monitored the implementation and compliance
- Directed the housing authority's (HA) recruitment process to ensure compliance with HA policies
- Developed and managed training and employee assistance programs.
- Administered the housing authority's classification, salary and benefit programs
- Supervised and evaluated professional staff of four
- Regularly prepared and presented status to the HA Board of Commissioners

LA Housing Authority

Human Resources Manager

2003 - 2004

- Responsible for the day to day operations of the human resources department
- Managed recruitment, benefits, compensation, classification and training
- Supervised a professional staff of three

LA Housing Authority**Supervisor of Examinations****1998 - 2003**

- Supervised a professional and clerical team of twelve
- Monitored customer service and customer complaints
- Conducted grievance hearings
- Directed the day-to-day operations of Section 8 Eligibility

EDUCATION

- Master of Arts, Public Administration, University of Washington
- Bachelor of Arts, Psychology, University of Washington
- Professional Human Resources Certification (PHR)

(These are example resumes, created in a class. They may not have an exact match between the before and after versions. We are giving them to illustrate how to present your achievements on an EVIDENCE-based basis. Show the IMPACT that you had. Refrain from using EMPTY words such as “Exceptional communication and leadership skills”. Rather show what you actually achieved, as in these examples.)