

# MICHAEL SMITH

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## Professional Summary

Human Resources Manager with six years of progressive HR experience, and over twelve years of overall management experience in the distribution, technology, and e-commerce industries. Combines professional and detail-driven business acumen with an approachable, people-centered focus. PHR certified and fluent in Spanish.

## Human Resources Skills

- Knowledgeable in FMLA/ADA/ACA/EEO/WC; HRIS technologies; federal, state, and local employment laws; and payroll/taxes/W-2s
- Accomplished in employee relations and investigations (sexual harassment, drug testing, etc.); talent acquisition; executive development and planning; HR department startup; worker's compensation; and conflict resolution
- Experienced in recruitment, staffing, and onboarding; employee orientation, development, and safety; compensation programs; benefits administration; retention; and HR practices, policies, and procedures

## Work Experience

### **Human Resources Manager** - eReplacementParts.com – Salt Lake City, Utah - June 2012 – Present

- Developed and built a successful human resources department from the ground up in a multiple-location distribution/logistics environment with minimal oversight
- Key contributor on executive leadership team, participating in organizational development and corporate strategic planning; partner with various departments to merge business objectives and corresponding HR needs
- Eliminated the use of staffing agencies for customer service and distribution positions, resulting in a \$76,000 annual profit contribution (equal to the profit from \$2.5 million in ongoing annual revenue)
- Researched, selected, and implemented a new HRIS and payroll system that decreased payroll processing costs by 26% the first year and 38% each subsequent year
- Redesigned staffing forecasts to reduce layoffs starting in 2013, decreasing company layoffs from 75 employees in 2012 to only 25 in 2013, and zero in 2014 and 2015; also skilled in reducing turnover
- Screened, interviewed, and hired hundreds of candidates in multiple positions across the company, including CSRs, shipping and receiving, purchasing, accounting, web development, and senior executives
- Designed and facilitated a comprehensive, bi-weekly management training program (first-line supervisors up through senior management group). These bring the business team together to learn about a wide array of topics and allow for practice working through situations that commonly arise in the workplace
- Responsible for all human resources activities and company/government compliance, while reporting directly to the CEO; manage and process weekly payroll for 250+ salaried and hourly employees in three locations

### **Technical Training and Hiring Manager** – Verio, Inc. - Orem, Utah - August 2011 - June 2012

- Implemented a learning management system that increased the availability of technical support training materials for employees, partners, and OEMs by 53%. Materials were disseminated to call centers locally and internationally, and were developed in-house via Articulate Presenter and Adobe Captivate
- Overhauled interview and new hire processes for technical support teams, which increased the number of qualified applicants hired, and shortened the overall time to hire process in human resources department
- Only manager to have received the highest rating possible on 2011 annual performance review

### **Business Analyst** - Novell, Inc. - Provo, Utah - October 2008 - May 2011

- Produced sales and forecast reporting via SAP and Excel. Conducted analysis of forecasting processes, which resulted in division-wide behavior changes, increasing pipeline velocity and forecast accuracy
- Responsible for managing and prioritizing system enhancements and bug submissions for SAP CRM

### **Senior Account Manager**

- Accomplished 116% of annual sales targets for 2010 (\$9.9M). Awarded employee of the quarter twice, employee of the year, and recognized as top new lead generator and closer
- Hand-picked from a pool of 75 account managers for a two year project management initiative to integrate the two companies Novell acquired in 2009. Completed the integration of the acquired companies into Novell business, operations, and contract processes three months ahead of schedule
- Built customer and vendor relationships through software maintenance renewals and new business deals

### **Product Manager** - Heliuss, Inc. - Lindon, Utah - October 2006 - September 2008

- Designed and led the development of a new digital signage product from the ground up. Responsibilities included UI design, core features and functionality, future release schedules, and branding
- Wrote comprehensive instruction manuals for three software platforms (LMS, e-Learning content authoring software, and digital signage administration software)
- Recruited first channel partners for company's digital signage business; the additional partner leads resulted in a 64% increase in product sales
- Provided specialized training, documentation, and support via GoToMeeting to meet customer specifications and diverse implementation needs

### **Supervisor and Lead Trainer** - Ancestry.com, Inc. - Provo, Utah - September 2003 - September 2006

- Pioneered and designed web-based trainings that cut ongoing product costs by 27% annually
- Conducted two week new hire orientation classes of 10-20 employees twice per month
- Created and delivered comprehensive new hire training materials that immersed new employees in company mission and culture
- Provided ongoing support for all call center supervisors, quality analysts, and phone representatives to improve management skills, employee interactions, and overall customer experience
- Produced 6 supervisors due to effective coaching, mentoring, and delegation
- Interviewed, screened, and hired sales and customer service representatives in a human resources capacity
- Improved team revenue per call by 112%

### **Education and Certifications**

**Bachelor of Science, Public Health Education** - Brigham Young University - Provo, Utah - 2007

Professional in Human Resources (PHR) – HRCI 2012-2019

SHRM Certified Professional (SHRM-CP) – SHRM 2015-2018

FMLA and ADA Certification – Ballard Spahr LLP – 2013

### **Software and Additional Skills**

- **Software:** MS Office 2013: PowerPoint, Word, Excel (V-Lookups, Pivot Tables, If Statements)  
SAP, Kronos, Adobe Acrobat, Adobe Captivate, Articulate, LMS Systems, Oracle, Sales Force, Siebel, Sugar CRM
- **Other Skills:** VitalSmarts Crucial Conversations and Crucial Accountability, Data Analysis, Active Listening, Conflict Resolution, Interpersonal skills and communication, Bilingual – Spanish, Performance Management