

**Ann Bennett**  
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## **EXPERIENCE**

**5/2003 to Present; ABC Pharmaceuticals, Pharmtown, US**

### **Regional Human Resources Manager**

**Implement and oversee human resources (HR) policies and activities for the sales organization. Policies and activities included employee relations, recruitment, job analysis, compensation, performance management, employee training and development, rewards and recognition systems, and government compliance and employee records. Work closely with the Sales Management in an effort to develop departmental goals, objectives and systems that correspond with the organizational strategy. Interact with employees on a regular and continuous basis answering questions, solving problems, facilitating meeting/discussions, and providing consultative advice.**

- Assist HR Director in determining the Human Resources strategy.
- Advise and coach Managers and employees through issues and situations.
- Evaluate reports, decisions and results of department in relation to previously established performance goals.
- Manage employee relations by standardizing processes, ensuring legal compliance leveraging employee abilities and managing risk effectively.
- Analyze trends in turnover, hiring, promotions, separations and grievances to determine support or action needed to adjust unfavorable trends.
- Work with Compensation department to ensure newly created positions are evaluated and have corresponding job descriptions.
- Work with Compensation and Sales Operation to ensure ABC's compensation program meets business need, including sales incentive plans.
- Work closely with staffing department to ensure a solid understanding of business and diversity needs, assist in candidate selection, and fine-tune staffing process.
- Conduct final interviews for all exempt and nonexempt personnel in field sales and provide candidate recommendations.
- Conduct exit interviews to assess key reasons for separations.

**8/1999 to 4/2003; Automatic Data Processing, Elk Grove Village, Illinois**

### **Area Human Resources Manager**

**Management consultant and employee advocate for human resource needs covering six field offices in Indiana, Wisconsin, Missouri, and Illinois (450 sales and service associates). Responsibilities include employee relations, employment law, compensation and benefits administration, staffing, and training.**

- Investigate and resolve all charges of discrimination and harassment including sexual harassment, violence in workplace, ethics violations, public aid fraud, pregnancy discrimination, racial discrimination, gender discrimination, ADP policy violation, and management practices.
- Recruitment of service professionals in Indiana, Wisconsin, Missouri, and Illinois.
- Manage STD and FMLA process.
- Resolve payroll-related issues including severance, lump sum, commission, car allowance, transfer, merit, and market adjustment payments.
- Implement web-based performance management system. Developed competency-based performance evaluation and recruitment process. Oversee annual performance review process.
- DDI-certified Targeted Selection (competency-based human resource system) Facilitator.
- Develop, administer, and train management on EEO/AA plan.
- Conduct post-hire and exit interviews, alerting management to new hire issues and termination trends.
- Conduct new hire benefit orientation and annual benefit open enrollment training.
- Manage one HR Generalist and two long-term contract recruiters.
- Plan and conduct employee development and training programs including: interviewing and selection, leadership, coaching/counseling, progressive discipline, performance management,

managing conflict in workplace, harassment-free workplace, employee retention and sales ethics.

**4/1999 to 8/1999; Merrill Lynch Business Financial Services, Chicago, Illinois**  
**AVP, Training**

**Responsible for recruitment and training of financial services positions in newly established HR position in Chicago office.**

**4/1996 to 3/1999; J.C. Whitney and Company, Chicago, Illinois**  
**Manager, Human Resources**

**Manage all Human Resource operations (recruitment, training, compensation, payroll, employee relations, HRIS) for a 75 year old mail-order automotive retailer (800 employees) in Chicago and LaSalle, Illinois.**

- Managed and developed two HR administrators and one payroll supervisor.
- Plan recruitment strategy to attract qualified exempt and non-exempt candidates for new facility and coordinate outplacement with City of Chicago and Union for Chicago warehouse associates.
- Serve as employee advocate and management consultant with company policies and procedures.
- Conduct on-campus recruiting for operations, IT, and management talent.
- Plan and conduct employee development and training programs.
- Researched and implemented improved HRIS system, ADP.
- Compile, analyze, and review HR metrics including FTE, new hire data, referrals, sources, benefit usage, compensation trends, post-hire, turnover data.
- Prepared ADA compliant job descriptions.
- Developed and administered the EEO/AA plan.
- Assisted management in their successful efforts to keep the facility union-free.
- Responded to wrongful termination, harassment and discrimination charges.
- Developed and administered regional HR budget.
- Managed unemployment process.

**2/1989 to 4/1996; Deluxe Financial Forms, Des Plaines, Illinois**  
**Regional Trainer 1994-1996**

- Create/Conduct multiple training sessions including: New Hire Orientation, Safety (Press/Truck lift/Back/MSDS), Train the Trainer, Harassment-Free Workplace, Team Building, Diversity, Communication, Stress Management, TIPS, Deluxe Policy and Procedures, OJT for Billing/Operations/Client Services.
- Process improvement team for billing, operations, client services.

**Regional Billing Coordinator 1992-1994**

Serve as team lead to 4 billing analysts updating AS/400 files for financial institution billing. Travel throughout country to assist regional office consolidation.

**Plant Interviewer 1989-1992**

- Responsible for sourcing, screening, recruiting and hiring of exempt and non-exempt positions for plant, salary and office positions.
- Conduct campus recruiting, manage summer internship (10+ interns) program.
- Responsibility for EEO, AAP plans/reports, unemployment hearings.

**Client Service Representative 1989**

Problem resolution for financial institution customers with form orders, billing, and shipping issues.

**EDUCATION**

**2000 SPHR**

**1999 Lake Forest Graduate School of Management, Lake Forest, Illinois, M.B.A.**

**1989 Indiana University, Bloomington, Indiana, B.S. in Psychology**