

ROBERT SMITH

Key Account Executive (HR)

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Professional and motivated Key Account Executive professional with over 4 plus years of consecutive, progressive HR experience specializing in multiple HR functions over varying business structures and sizes. Well-practiced in the creation and implementation of policies and procedures. Fluently bilingual in both Spanish and English. Member of the Society for Human Resources Management and certified Senior Professional in Human Resources (SPHR).

CORE COMPETENCIES

Policy Development, Compensation & Benefits, Recruiting, FLSA, EEOC, ADA, FMLA, Personnel Administration, HR Development, Management Development, Workers Compensation, Performance Evaluation, Strategic Planning, Compliance Reporting, Employment Law.

PROFESSIONAL EXPERIENCE

Key Account Executive (HR)

ADP Total Source - 2016 – Present

Key Deliverables:

- Functioning as a consultant and business partner to HR service teams and Senior regional and leadership.
- Responsible for driving client retention numbers up and delivering the message to clients and associates regarding the value proposition.
- Creating and executing an account strategy that will help develop a value-based relationship with each client. Setting and managing the client expectations, including identifying and developing additional service opportunities and coordinating the delivery of ADP Totalsource services.
- Proactively assisting in developing and monitoring hr service plans which will.
- Directly impacting the human resources effectiveness of client companies. Providing the continuous inter and intra-departmental communications to enhance the effectiveness of the region in dealing with critical client issues.
- Works with the Retention Executive in the region to develop and implement best practices and on business service challenges, product quality and solutions to enhance service delivery.
- Participating in the task force or project teams that focus on strengthening client relationships.

Human Resources Business Partner

Service Center For Bac - 2014 – 2016

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Key Deliverables:

- Communicated and interpreted the HR policies and procedures while providing remedies for any issues that may arise.
- Worked with the client, reviewed FMLA, job descriptions, handbooks, etc. , and forwarded the requests to the HR shared service center for back-office processing.
- Assisted the clients with their benefit election process. Acted as a point of escalation for unresolved client issues.
- Provided direction and coaching on establishing legally compliant pre-employment practices to include job descriptions, background checks.
- Provided compensation analysis, compared the client pay data against geographic and industry salary survey data.
- Acted as the liaison between clients and regional payroll processing department to ensure payroll transactions are submitted timely and accurately.
- Analyzed the training needs and delivered the appropriate training programs.

EDUCATION

Bachelor Of Business Administration in international Business - 2014(University Of Texas San Antonio - San Antonio, TX)

