

MARY JONES
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A human resources professional with more than 13 years of experience in improving employee relations, recruiting and retaining staff, coaching managers, and establishing human resources systems for companies in the manufacturing, distribution and retail industries.

- Facilitated the transition from a production workforce comprised of 60% temporary employees to 75% permanent employees. Increased average units per man-hour from 210 to 368.
- Developed an ongoing cross-training plan that resulted in 27 employees receiving training at five or more workstations. Tied performance reviews and salary increases to skill set improvements.
- Played a key role in facilitating the smooth closure of a manufacturing plant, including severance package negotiations, employee communications, workforce retention throughout the transition period, and job search assistance. Achieved 100% participation in signing liability releases.
- Increased employee participation in the stock plan from 30% to 80% through bilingual presentations during the enrollment period.

A team player who can communicate complex information in a simplified manner and engage employee support of company goals. Able to manage multiple tasks and maintain a calm, level-headed approach to handling stressful situations.

PROFESSIONAL EXPERIENCE

The Johnson & Johnson Company, Vernon, California

2000-2009

Human Resources Manager

Directed the human resources function for a manufacturing site involved in high-speed aerosol packaging and distribution for a Fortune 100 company.

- Provided support for a startup distribution center in Vernon, California and continued through the transition of the facility to an out-of-state location. Established the human resources function, including the development of policies and procedures, a compensation program, performance evaluations, and management coaching.
- Conducted reviews of sensitive employee relations issues and consulted with the management team on follow-up strategies. Successfully resolved the problems at plant level without litigation.
- Reduced the accident rate and lost time claims from workers' compensation by 40% through an emphasis on safety practices and proactive employee communications.
- Planned and implemented the employee relations strategy for the closure of a newly acquired manufacturing plant with 28 employees. Conducted assessments of employee skill sets to qualify for transfer.
- Established and achieved organizational goals related to safety, productivity, hazardous waste management and attendance during the closure period. Only one workers' compensation claim occurred, resulting in light duty work.
- Implemented performance coaching, including a systematic disciplinary process for poor performers as well as recognition strategies that improved overall morale and productivity.
- Achieved a record of no EEOC claims.
- Assisted in the remodeling of the administrative, cafeteria and training facilities with responsibility for furnishings, paint, flooring and appliances. Created an opportunity to involve employees in the decisions affecting their environment and morale.

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Johnson & Johnson Company, Continued

- Planned and conducted bimonthly employee training sessions on various topics, including employee relations, policies, healthcare and benefit updates, workplace safety and the stock plan.
- Reduced turnover by 50% and maintained it at 5% per year.
- Designed a new hire orientation program to meet corporate requirements.
- Created operations reports on human resources statistics, including total hours worked, overtime, actual versus budgeted man-hours, temporary personnel usage, turnover, absenteeism and benefit costs.
- Oversaw all employee leaves for compliance to applicable laws and company policies, and managed employee communications and record keeping.
- Introduced a computerized format for production department performance evaluations. Trained managers in the usage of the software.
- Acted as an internal resource for other human resources managers on the family and medical leave policy.

Safeway Stores, Downey, California

1998-2000

Personnel Manager

Managed recruitment, hiring, scheduling, HRIS, employee relations, salary and benefits administration, payroll, and workers' compensation for two stores of a major retail chain.

- Interviewed and hired 160 employees to staff for the Christmas season.

Pavilions, El Monte, California

1996-1998

Personnel Assistant

Promoted twice within the first year of employment with progressive responsibility for employee relations, recruitment, employee events and benefits administration for a poultry packaging and distribution company with 300 employees, both union and non-union.

- Planned 20 employee recognition events per year including awards ceremonies, holiday celebrations, family picnics and on-site parties.
- Served on the strike committee and facilitated the development of a strategy to replace workers. Hired 100 on-call employees.

EDUCATION

University of Southern California, Los Angeles, California

Bachelor of Arts, Intercultural Studies

Emphasis in Latin American Studies, including Communication and Adjustment

Completed ongoing training in labor relations, management development and employment law through outside organizations such as the Employers Group.

PROFESSIONAL AFFILIATIONS

The Southern California Mediation Association

SPECIAL SKILLS

Bilingual: Spanish and English

Computer Programs: Word, Excel, Lotus, Powerpoint, HRIS, Datalink, DescriptionsNow!, PerformanceNow!