

IMA KNIGHT

3200 Cold Spring Road ~ Indianapolis, IN 46222 ~ (317) 955-6500 ~ iknight123@marian.edu

HUMAN RESOURCES MANAGEMENT

Human Resources Professional with a demonstrated history of delivering exceptional results. Motivating leader who develops and empowers people to excel. Excellent interpersonal and customer service skills in interacting effectively with all levels of the organization. Problem solver, adept at effectively setting priorities and meeting deadlines during rapid change. Able to work individually and collaboratively in a fast-paced environment while maintaining a high level of confidentiality and integrity. Excellent organizational and analytical skills. Skilled at aligning HR and business activities with corporate objectives.

- Employee Relations / Performance Management
 - Recruitment / On-boarding / Retention
 - Training and Development
 - Strategic Management
 - Written and Verbal Communication
 - Benefits and Compensation Administration
 - Project and Change Management
 - Leadership Succession/Development
 - HR Legislative and Compliance Oversight
 - Internal/External Customer Service
-

PROFESSIONAL EXPERIENCE

ANONYMOUS ORGANIZATION 1

7/2013-Present

Workforce Development Specialist

- Interview employers and organizations and assist them in developing an effective military hiring and retention initiative.
- Develop training materials, white papers, and webinars on military recruiting, hiring, and retention topics.

ANONYMOUS ORGANIZATION 2

6/2009-6/2013

Project Director, Customer Solutions (National Workforce Institute) 6/2011-6/2013

Career Advisor/Workshop Facilitator (JobWorks) 6/2009-6/2011

Human Resource Subject Matter Expert. Selected to lead a new regional initiative with an emphasis on job seeker and employer training and development. Managed a team of six trainers delivering workshops and customer service to clients at three offices and several mobile locations.

- Member of WorkOne Indianapolis leadership team. Provided input on office operations, government mandated programs, and other project initiatives.
- Created and managed employee recognition programs and performance contests increasing satisfaction and engagement. Organized employee holiday party and other special events.
- Recruited, hired, and trained workshop presenters. Administered benefits, processed new hire paperwork, maintained files, created schedules, and managed employee performance.
- Continually completed gap analysis of jobseeker and/or WorkOne staff skills and created workshops, computer based tools or other materials utilizing ADDIE principles.
- Monitored effectiveness of programs, evaluated customer satisfaction, and modified as appropriate. Regularly achieved a 96% customer satisfaction rating.
- Designed and delivered webinars for Marion County employers on a number of employment and human resource topics (Winning Interviews, Managing Problem Performance, Using Social Media for Recruiting Employees, Job Descriptions, and Developing Employee Handbooks) designed to increase the HR knowledge of local businesses and engage businesses to use WorkOne Business Solutions services.
- Partnered with community based organizations and associations. Member of numerous committees providing community services in Central Indiana. Attended resource and job fairs promoting WorkOne services. Developed Community Resource Fair and lobby program, bringing resources into the offices for job seeker assistance.
- Generated monthly report on customer satisfaction, workshop attendance, and other key metrics to EmployIndy leadership team. Analyzed results and made adjustments as needed.
- Built and maintained social media accounts for WorkOne including Facebook, LinkedIn (1,000+ members), and Twitter.
- Led a job seeker program for white collar, higher wage workers. 40% of participants entered employment within three months with an average starting salary over \$80,000.

ANONYMOUS ORGANIZATION 3

10/2007-5/2009

Consultant

- Consulted in updating and creating company policies. Completed personnel file, payroll, and attendance audits.
- Coordinated Reduction in Force and other HR activities for multi-location organization.

ANONYMOUS ORGANIZATION 4

Human Resource Manager

1/2000-9/2007

Assumed increasing responsibility through a variety of promotions. Served as a member of the leadership team. Managed over 100 employees and multiple departments including Human Resources, Operations, Customer Service, Freight Processing, Point of Sale, and Merchandising.

- Supervised employees and acted as advisor to other managers regarding coaching, counseling, and developing skill sets. Accountable for annual reviews, promotions, terminations, and other disciplinary actions. Ensured consistent application of HR policies, procedures, and practices.
- Developed recognition programs and contests to increase associate morale and key metrics within the store. Increased customer service and employee satisfaction scores to lead the district. Led 10-office district committee on holiday relations activities.
- Communicated and ensured compliance to company policies and procedures. Developed monthly newsletter and communication plan to increase store initiative awareness and engagement.
- Recruited, interviewed, and hired all associates. Completed needs assessment, job ads and postings, interviews, and job offers/negotiations. Ran background checks including references and criminal background searches. Ensured all paperwork was in compliance with all state and federal regulations and company requirements.
- Analyzed turnover statistics using exit interviews and ad-hoc reports, created an action plan and developed effective on-boarding procedures to ensure new hires were successfully acclimated to the company. Reduced associate turnover 25%.
- Developed, implemented, and conducted associate orientation and storewide training and development initiatives. Tracked all progress. Completed gap analysis, worked with managers to identify training opportunities and developed programs to address issues.
- Managed benefit programs, compensation, wage and hour audits, FMLA, ADA, unemployment, and workers' compensation. Investigated EEOC and harassment claims. Processed weekly payroll and work schedules using Kronos timekeeping system.
- Coordinated annual performance review process between departments. Monitored salary structure and ensured raises were distributed equitably. Completed succession plans for supervisory positions.
- Managed special projects; responsible for organizational development change implementation and new processes and equipment. Successfully communicated and implemented new organizational structure, equipment training, and new policies and procedures, consistently meeting deadlines.
- Led associate volunteer team (A-Team), United Way campaign, and safety committee. Completed safety audits.
- Identified as district trainer. Assisted with store openings in New York, Ohio, Illinois, and Kentucky.

TRAINING AND EDUCATION

Education

Bachelor's Degree, Business Administration / Human Resource Management, Marian University

Certifications

- SPHR (Senior Professional in Human Resources) Certification (valid through 2014)
- Certified Workforce Professional and Expert

Training

- | | |
|--|--|
| <ul style="list-style-type: none"> • Increasing Employee Engagement • Loyalty and the War on Talent • Labor and Employment Law • Strategies to be a Best Place to Work | <ul style="list-style-type: none"> • Health Care Reform • Managing Strategic HR Initiatives • Succession Planning • Project Management |
|--|--|