

LAUREN CURRANT

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EXPERIENCE

Acme Spectrum

Director, HR & Business Operations

Jun 2018 - Present

- Operations, HR, Compliance, Finance + Legal Liaison

Acme R Us

Operations Manager & HR Lead

Jun 2016 - Jun 2018

Office Manager

Jan 2016 - Jun 2016

- Built HR department from the ground up, manage all HR functions as team of one
- Key participant in scaling the company from 9 to 25 employees in 2 years
- Primary on all new hire onboardings, employee relations, HR/Ops process development/improvement
- Lead on the development of initiatives on culture, professional development, satisfaction/engagement
- Manage all in-house accounting & bookkeeping (AP, AR, payroll, expense reporting & reimbursements, etc.)
- Assist CEO with special projects, such as company-wide retreats, organizational restructuring, budgeting
- Primary on company & governmental compliance, such as annual report filings, state/local licensing

Acme Virtual

Owner & Principal Consultant

Apr 2013 - Dec 2015

- Provide HR /operational assistance and strategic consulting for solo service-based business owners
- Help business owners systematize their business and delegate to team members to enable growth
- Develop systems & processes, document, execute processes for the daily operations of my clients' businesses

Acme Country Club

Communications & Member Services Manager

Jan 2013 - Nov 2013

- Promote the Club within community for social & corporate events at local business & community events
- Manage all communication: email blasts, event promotions, website updates, newsletters, & social media
- Manage member services, including new members, member resignations, and member retention initiatives

Acme at the University of ABC

Administrative Coordinator to CNO & Admin Director for Workforce Innovations

Jul 2011 - Mar 2013

Administrative Associate

Jan 2009 - Jul 2011

Secretary

Jan 2008 - Jan 2009

- Manage all internal communication for Nursing dept.: social media, newsletters, email lists of 5000+ staff, advice columns, blogs, inc. developing content, and sourcing content from staff and leadership
- Organize and staff leadership meetings & departmental events/functions, manage event logistics
- Produce creative projects, worked with vendors for project timeline & cost negotiations.
- Coordinate/assist in community initiatives, developing in-house events to create staff engagement, worked alongside hospital executives and non-profit directors to reach/surpass fundraising goals
- Maintain departmental demographics database inc. professional certifications, community service, recruitment, and retention data for over 5000 staff
- Reviewer for 2012 ANCC Magnet Re-designation documentation: 600+ pages of text, 650+ supporting documents

Lauren Currant

PEOPLE OPERATIONS MANAGER

📍 City, State

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✉ laurcurr@gmail.com

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DATE

Dear Hiring Team:

I am writing to express my interest in the role of **<insert position title>**. As an employee-focused human resources professional with more than 10 years of people operations experience, I believe that I have the skills and competencies required for this role.

WHY [COMPANY NAME HERE]

Create a short, 2- or 3-line summary of why you want to join this company. Visit the company's website to understand their brand, vision/mission statements, and company history, then explain how you connect to those.

MY PROVEN EXPERTISE

Over the course of my career history, I found myself in roles that allowed me to use my passion for people development as the fuel to build programs that foster company culture, retention, and professional development. I developed my expertise by building and managing all HR functions in startup environments, as well as implementing people operations tools and technologies in more mature organizations.

MY GREATEST STRENGTHS

- I have a high technical aptitude, which has been instrumental in implementing HR processes and technologies that are scalable and increase efficiencies.
- My experience in startup environments has allowed me to build expertise in a wide range of HR functions that impact people through every stage of the employee lifecycle.
- My superpower is empathy. Through empathy, active listening, and compassion, walls are brought down, commonality is established, and challenges are resolved, ultimately allowing trust to grow.
- I love being of service to people, especially during times of organizational change and uncertainty.
- I have been an anchor in all my previous roles. My resourcefulness, combined with my active-listening and relationship-building skills, allowed me to become a trusted resource across the organization. People know that if I don't have the answer, I will find it for them.

LET'S MEET

I welcome the opportunity to discuss how my qualifications, experience, and achievements make me an excellent fit for the position of **<insert position name>**. I would be happy to make myself available for an interview at your earliest convenience. Thank you for your time and consideration.

Sincerely,

Lauren Currant

Enclosure: Resume

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SUMMARY

Empathetic and employee-focused human resources (HR) professional with more than 10 years of people operations experience in academia, healthcare, corporate, and startup environments. Singularly focused on cultivating strong employer brands and driving people initiatives that improve and enhance the employee experience. Specialized expertise in company culture, retention, and professional development. Highly skilled at persuading others, building relationships, and garnering trust with leaders and employees. Active listener who is adept at process improvement through collaboration, problem-solving, and analysis.

AREAS OF EXPERTISE

Application Tracking Systems (ATS) • Change Management • Compensation • Data Analytics • Employee Engagement
Employee Relations • HR Compliance • HR Information Systems (HRIS) • Learning Management Systems
Needs Assessment • Organizational Design • Payroll • People Operations • Performance Management
Process Improvement • Recognition & Rewards • Recruitment & Onboarding • Talent Management • Team Effectiveness

WORK EXPERIENCE

Acme Spectrum • City, State

June 2018 – Present

A minority, woman-owned organization that provides in-home therapy for children on the autism spectrum across the state.

Director, People and Business Operations

Originally hired to oversee business operations and help the organization continue its growth after co-founder's sudden death. Eventually tasked with developing and implementing all people operations processes. Reporting to the CEO, currently responsible for recruitment, onboarding and offboarding, retention, employee relations, disciplinary actions, performance management, employee engagement, reward and recognition, HR compliance, HR technology implementation, organizational design, succession planning, and talent development.

- Implemented HR technologies that automated and streamlined processes, resulting in reduced time to hire by 2.7 weeks.
- Recruited 19 new hires during first year of tenure, resulting in 32.3% in increased revenue, enabling the organization to stay competitive while maintaining some of the highest quality rates in the state, as noted by state's Medicaid.
- Instituted standardized job descriptions and career ladders for clinical roles, helping to reduce employee turnover by 36.6% in a hard-to-hire industry.
- Within the first 6 months, introduced new HRIS/payroll system and employee communication platform, installed encrypted email system, digitized client and employee files, implemented training via a new learning management system, and installed a new ATS for a more consistent recruitment process.

Acme R Us • City, State

January 2016 – June 2018

A media company that builds tools for content creators and media to grow and connect with engaged communities.

Operations Manager and HR Lead • June 2016 – June 2018

Single-handedly built and managed all HR functions, including recruitment, onboarding and offboarding, employee relations, compliance, benefits, and payroll. Developed, implemented, and documented all HR and operational processes. Assisted CEO with special projects such as organizational restructuring and budgeting.

- Transitioned the company from a traditional payroll organization to a professional employer organization, including a change in pay schedule, with no errors.
- Led all compliance-related efforts to scale the company from 1 to 4 locations and 9 to 25 employees in under 2 years.
- Developed and implemented initiatives focused on culture, professional development, and employee engagement.

Office Manager • January 2016 – June 2016

Responsible for payroll, bookkeeping, vendor payments, accounts payable and receivable, and ordering office supplies and other materials. Screened interview candidates, assisted with events, and project-managed newsletter advertising.

- Within first week of hire, successfully transitioned company to new payroll system, resulting in 0 payroll errors, a reduction in payroll labor hours (from 3 hours/pay run to 10 minutes/pay run), and an increase in employee satisfaction by moving from paper checks to direct deposit.
- Developed a first-day onboarding process for new hires, making them feel welcome and increasing morale.
- Immediately upon hire, led efforts to source a new office location and organize and coordinate move logistics, completing the move within 2 months.

Acme Virtual • City, State**April 2013 – December 2015**

A virtual business support company that helped clients with administrative, social, and project management tasks and projects.

Owner and Principal

Helped business owners organize their workload, manage their social media presence, and manage large-scale projects such as annual conferences and new website builds. Developed, documented, and executed systems and processes for clients' daily business operations.

- Provided strategic consulting for HR and business operations to service-based business owners.
- Developed and executed campaign for client's new annual conference for 100+ attendees, all under budget. Responsible for developing the agenda, sourcing speakers, organizing media pieces, building conference website, developing and executing a marketing strategy, managing vendors, and staffing the event.

Acme Hospital, Department of Nursing • City, State**January 2008 – March 2013**

A University of Acme academic medical center and the flagship hospital of a 7-hospital system in North State.

Administrative Coordinator • July 2011 – March 2013

Originally hired as a secretary in 2008 and received 2 promotions during tenure. Reporting directly to the Chief Nursing Officer, responsible for nursing department's recruitment and retention activities and collaborating with HR department to execute on department goals. Frequently interacted with C-suite hospital executives and nursing department leadership.

- Part of a 6-member team charged with reviewing the hospital's 2012 Magnet Redesignation application containing 600+ pages and 650+ exhibits. Application was accepted and approved—with no changes—upon first submission.
- Guest instructor on presentation skills for the Acme Nursing Research Fellowship, with 7 nurses successfully presenting at prestigious national and international conferences and 25 research posters published.
- Created educational flyers and taught Lunch and Learn sessions to educate nurses on reimbursement for professional certification costs, resulting in a 41% increase in certification rates in 1 year.

TRAINING & SKILLS**Training****Certificate Program, Organizational Behavior Management**

ABC Technologies (an Acme Institute of Technology affiliation) • In Progress

Technology Skills**HRIS:** 7Geese • Greenhouse • Gusto • JazzHR • Justworks • Lattice • Workable**Project Management:** Asana • Notion • Teamwork • Trello**Productivity:** Adobe Creative Cloud • G Suite • Microsoft 365 • Slack • WordPress**Operating Systems:** Mac OS • Windows**Language Skills****English and Spanish** (native fluency) • **Brazilian Portuguese** (basic proficiency)