

JANE Q. PUBLIC

123 Main Street
Anytown, USA 12345

janeq@yahoo.com

Home: (555) 555-5555
Cell: (444) 444-4444

HUMAN RESOURCES MANAGEMENT

~ Oversaw a Corporate Card Account with 11,000 Credit Cards and \$23.6+ Million in Expenses ~

~ Spearheaded a Travel and Entertainment Call Center Reorganization to Enhance Support ~

~ Managed 4,000 Accounts Payable Invoices Monthly ~

■ ■ ■

Results-oriented, management professional with progressive, proven leadership experience in implementing travel and entertainment programs, supervising T & E call center support strategy, and managing corporate credit card vendor contacts. Expertise in program, service, and resource reorganization with keen ability to understand, interpret, and relate departmental policies and procedures to employee situations. Strategic thinker and business partner to senior management; provide guidance in the development and implementation of accounts payable / T & E programs.

Additional areas of Expertise:

- ✓ **Combine exemplary negotiation, management, and analytical skills** to optimize corporate credit card / T & E program effectiveness.
- ✓ **Highly articulate and effective communicator.** Work well with individuals on all levels. Recognized as a resource person, problem solver, and team leader.
- ✓ **Strong analysis, planning, organization, and consensus-building abilities** with effective negotiation and relationship management skills that produce documented results.

KEY AREAS OF EXPERTISE

- | | | |
|------------------------------|----------------------------------|--------------------------|
| ▪ Travel and Entertainment | ▪ Corporate Credit Card Programs | ▪ T & E Reporting |
| ▪ Budget Management | ▪ Operations Management | ▪ Call Center Management |
| ▪ HR Policies and Procedures | ▪ Employee Programs | ▪ Terms Negotiation |
| ▪ Accounts Payable | ▪ Regulation Compliance | ▪ Expense Research |

PROFESSIONAL EXPERIENCE

Relevant Employment

Manager – Travel and Entertainment Corporate Credit Cards

2001 - 2004

Rowenfeld Companies, Anytown, USA

Manage over 11,000 corporate credit cards and over \$23.6 million in credit card expenses through VISA. Accountable for staff and a \$1.25 million budget. Regularly interacted with senior management to discuss guidelines and compliance issues within segmented divisions.

- Coordinated with the bank to maintain a contractual relationship to provide rebate optimization and delinquency / credit balance management.
- Provided travel and entertainment customer support that included web-based inquiry capabilities, phone / e-mail support, and statistics surrounding service levels.
- Developed and implemented a customer service call center strategy to expand travel and entertainment customer support capabilities surrounding transaction processing (accounts payable and travel and entertainment).

JANE Q. PUBLIC

123 Main Street
Anytown, USA 12345

janeq@yahoo.com

Home: (555) 555-5555
Cell: (444) 444-4444

- Page 2 of 2 -

Manager – Accounts Payable / Travel and Entertainment

1995 - 2001

Ford Commercial Mortgage, Anytown, USA

Oversaw a staff of six employees in the preparation of over 1,200 monthly travel and entertainment reports for management. Managed over 4,000 accounts payable invoices with a turnaround time of net 20 days. Processed all rent and lease agreements for the locations throughout the United States and negotiated the renewal of new agreements. Effectively interacted with credit card vendors on issues regarding balance management and delinquency.

- Worked with the IT department and senior management to implement accounts payable system efficiencies.
- Tested / documented all new procedures for a new system; ensured user efficiency and system effectiveness.

Other Employment

Human Resource Program Manager

2004 - Present

Rowenfeld Companies, Anytown, USA

Manage the corporate Employee Equal Opportunity (EEO) program. Prepare Annual EEO-1 and Vets 100 reports critical to corporate compliance. Coordinate information requests from field EEO Coordinators to meet facility audit requirements. Update guidelines as needed to ensure compliance with IRS regulations. Track and monitor the administration of over 200 visa immigration cases for F1, J1, H1, and permanent resident applications. Administer the Employee Relocation Program; serve as a liaison between the employee, business segment managers, and third party providers. Oversaw special programs such as Anniversary Awards, Blood Drive, Flu Vaccine, and Employee Giving; maintained vendor relationships.

- Consulted with sponsored employees, business managers, corporate, legal, and 3rd party immigration law firms over immigrations rules, regulations, and practices.
- Supervised the Relocation Specialist in handling key employee benefits under the relocation program.
- Accountable for the US-based annual merit review process for over 14,000 employees, processing over 12,500 recommendations on an annual basis by the common review date.
- Managed the Corporate Tuition Refund Reimbursement (CTRR) program in accordance with corporate guidelines, processing over 1,300 applications on an annual basis.
- Collaborated with corporate HR management team on improving the CTRR program through increased features and process improvements, while establishing and maintaining appropriate audit procedures.

EDUCATION

Master of Science in Professional Communications / Conflict Management

Anytown University, Anytown, USA 2006

Bachelor of Science in Business Management

Othertown College, Othertown, USA 1995

Associate Degree in Business Administration

Outoftown College, Outoftown, USA 1992