

DENISE L. FORD

Skills/Summary of Qualifications: 3+ years in Human Resources, Project Management, and Supervisory experience. I have a demonstrated ability to build internal/external client relationships; a proven self-starter, excellent follow-through skills, great communicator and organizer.

Education

B.S., Computer Information Science

Professional Experience

Comcast, Oak Brook, IL May 2009-current

Human Resources Representative (special assignment)

- Project Manager for Career Fairs * Implement new processes * Partnership with Profit and non-profit organizations to market and recruit talent * Participate from entry level to leadership candidate career selections * Conduct group informational sessions * Follow through with recruitment efforts (background screening, interview scheduling, new hire orientation etc...).

Comcast, Oak Brook, IL November 2008-present

Sales Specialist

- Promote Comcast product and services while meeting and exceeding monthly goals * Accommodate subscriber requests, inquiries and complaints. * Assist CAE's with escalated customer complaints.

Comcast, Oak Brook, IL May 2008-November 2008

Human Resources Representative (special assignment)

- Project Manager for Career Fair's * Partnership with Profit and non-profit organizations to recruit talent * Assist recruiters with candidate selection from entry level to leadership * Conduct group informational sessions.

COMCAST, Oak Brook, IL October 2005-May 2008

Senior Account Executive/Sales Specialist

- Supervised a team of 12-14 associates and provided support to inbound sales call center Customer Account Executives (CAE's) * improved CAE work order accuracy, productivity and sales goals by setting action plans, training and feedback. * Conduct weekly team meeting to discuss company focus and team goals.

COMCAST, Oak Brook, IL July 2004-October 2005

Account Executive

- Successfully promoted Comcast product and services. * Accommodated subscriber request, inquiries and complaints. * Assist with new hire support and training needs to successfully meet departmental goals.

BANK OF AMERICA, Chicago, IL March 2001-June 2002

Computer Support Technician/Analyst II

- Analyzed/Monitored and supported the activity of Global E-Commerce trading and repository applications via monitoring server tools (gas and site scope). * Served as part of a 24/7 rotation on – call support team. * Demonstrated knowledge of application releases, testing application functionality and integrity.

BANK OF AMERICA, Chicago, IL October 1996-March 2001

Senior Customer Liaison Private Bank

- Performed daily tasks for internal audit/verification of financial transactions. * Ensured quality control and transaction processing for clients and Officers of the Commercial and Private Bank. * Ran daily reports and adhered to daily departmental compliance rules and regulations. * Recommended work flow processes.

BANK OF AMERICA, Chicago, IL December 1995-October 1996

Human Resource Coordinator

- Responsible for job posting, notifying employees of various career opportunities. * Administrative duties included personnel data updates i.e., merit increases, promotions and handling employee HR issues; FMLA, STD/LTD etc... * Entrusted with and managed highly confidential personnel files.

Skills: Software: Experienced with Microsoft Word, PowerPoint, and Excel; advanced PC knowledge and skills; Windows 2000/Unix/XP, e-Recruiting, SAP, BrassRing

DENISE L. FORD

SUMMARY OF QUALIFICATIONS: Over 20+ years in IT, Sales, Human Resources, and Customer Service for Fortune 100 Companies

ACCOMPLISHMENTS: Insert Accomplishments here, i.e. what kind of new processes did you implement and how did they increase productivity? Focus on how your addition to every company improved its micro- and macro-scale of productivity. These accomplishments allow you to be a powerful force/addition to another dept./or other company.

EMPLOYMENT

Comcast, Oak Brook, IL May 2009-present (Special Assignment)

Human Resources Representative

- Project Manager for Career Fairs (What did you manage?) * Implement new processes (include examples of processes you implemented)* Partnership with Profit and non-profit organizations to market and recruit talent (Did you create this partnership?)* Participate from entry level to leadership candidate career selections (Don't understand; maybe wording is off?)* Conduct group informational sessions (Were you the only one overseeing these sessions?) * Follow through with recruitment efforts (background screening, interview scheduling, new hire orientation etc...).

Comcast, Oak Brook, IL November 2008-present

Sales Specialist

- Promote Comcast product and services while meeting and exceeding monthly goals (what goals did you exceed? Can you provide a percentage?) * Accommodate subscriber requests, inquiries and complaints. * Assist CAE's (What does CAE stand for, can't assume a recruiter knows what this is) with escalated customer complaints (Does this mean that you took on more responsibility or was this already a part of your job description?).
- Side Note: Were you an HR rep and Sales Specialist at the same time?

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Comcast, Oak Brook, IL May 2008-(This is repetitive from the beginning of the document; you can change the dates to May 2008 – October 2009)

Human Resources Representative (special assignment)

- Project Manager for Career Fair's * Partnership with Profit and non-profit organizations to recruit talent * Assist recruiters with candidate selection from entry level to leadership * Conduct group informational sessions.

COMCAST, Oak Brook, IL October 2005-May 2008

Senior Account Executive/Sales Specialist

- Supervised a team of 12-14 associates and provided support to inbound sales call center Customer Account Executives (CAE's) * improved CAE work order accuracy, productivity and sales goals by setting action plans, training and feedback. * Conduct weekly team meeting to discuss company focus and team goals. <--- This is good

COMCAST, Oak Brook, IL July 2004-October 2005

Account Executive

- Successfully promoted Comcast product and services. * Accommodated subscriber request, inquiries and complaints. * Assist with new hire support and training needs to successfully meet departmental goals (Was this added to your job description or was this already a part of the job description?).

BANK OF AMERICA, Chicago, IL March 2001-June 2002

Computer Support Technician/Analyst II

- Analyzed/Monitored (Which word is best: analyzed or monitored?)-and supported the activity of Global E-Commerce trading and repository applications via monitoring server tools (gas and site scope). * Served as part of a 24/7 rotation on – call support team. * Demonstrated knowledge of application releases, testing application functionality and integrity.

BANK OF AMERICA, Chicago, IL October 1996-March 2001

Senior Customer Liaison – Private Bank

- Performed daily tasks for internal audit/verification of financial transactions. * Ensured quality control and transaction processing for clients and Officers of the Commercial and Private Bank. * Ran daily reports and adhered to daily departmental compliance rules and regulations. * Recommended work flow processes (Like what? And did the processes increase productivity or workflow?).

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Education

B.S., Computer Information Science

Skills: Software: Experienced with Microsoft Word, PowerPoint, and Excel; advanced PC knowledge and skills; Windows 2000/Unix/XP, e-Recruiting, SAP, BrassRing (Are these all of the programs you are familiar with: What about Filemaker Pro, WordPerfect, Lotus Notes?)

DENISE L. FORD

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Objective

Executive with 10 years experience in IT, Sales, Human Resources, and Customer Service with Fortune 100 Company; A proactive, results-driven, and relationship-building professional who can add to the success of your company.

Summary of Qualifications and Career Highlights:

- Skilled with streamlining organization flow and project management
- Spearheaded partnership with profit and non-profit organizations to recruit talent
 - Improved work order accuracy, productivity, and sales goals
- Meets deadlines and has proven talent to coach and Supervise a team of associates.

Employment

Comcast Corporation, Oakbrook, IL, November 2008-Present

- Promotes company product and services while meeting and exceeding monthly goals
- Accommodates subscriber requests, inquiries, and complaints • Assists Customer Account Executives (CAEs) with escalated customer complaints.

Comcast Corporation, Oakbrook, IL, May 2008-October 2009

Human Resources Representative (Special Assignments)

- Project Manager for career fairs • Implemented new processes like interviews and applicant flow • Partnered with profit and non-profit organizations to market and recruit talent • Participated from entry level to leadership candidate career selections • Partnered with colleagues in conducting group informational sessions • Followed through with recruitment efforts like background screenings, interview scheduling, and new hire orientation.

Comcast Corporation, Oakbrook, IL, October 2005 – May 2008

Senior Account Executive/Sales Specialist

- Supervised a team of 12-14 associates and provided support to the inbound sales call center • Improved Customer Account Executives (CAEs) work order accuracy, productivity, and sales goals by setting action plans, training, and feedback • Conducted weekly team meeting to discuss company focus and team goals.

Comcast Corporation, Oakbrook, IL, July 2004-October 2005

Account Executive

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Bank of America, Chicago, IL, October 1996-March 2001

Senior Customer Liaison – Private Bank

- Performed daily tasks for internal audit/verification of financial transactions • Ensured quality control and transaction processing for clients and Officers of the Commercial and Private Bank • Ran daily reports and adhered to daily departmental compliance rules and regulations • Recommended workflow processes to prevent loss of revenue and timely client request were submitted without error, workflow recommendation helped to increase productivity.

Bank of America, Chicago, IL, December 1995-October 1996

Human Resource Coordinator

- Responsible for job posting, notifying employees of various career opportunities • Administrative duties included personnel data updates i.e., merit increases, promotions and handling employee HR issues; FMLA, STD/LTD • Entrusted with and managed highly confidential personnel files

EDUCATION: B.S., Computer Information Science, East-West University, 2005

SOFTWARE: Experienced with Microsoft Word, PowerPoint, and Excel; advanced PC knowledge and skills; Internet and Windows 2000/Unix/XP; E-recruiting, SAP, Brassring, Lotus Notes and WordPerfect.