

SAMPLE RESUME

EVERY MORGAN

PEOPLE OPERATIONS AND TALENT DEVELOPMENT PROFESSIONAL

Remote | (555) 010-3176 | every.morgan@example.com | linkedin.com/in/sample-avery-morgan

PROFESSIONAL SUMMARY

People operations professional with 10 years of experience improving onboarding, employee experience, manager capability, and workforce processes in growing organizations. Brings a practical, people-first approach to solving operational problems, strengthening communication, and helping leaders build teams where expectations are clear and employees can succeed.

AREAS OF EXPERTISE

**People Operations:** Onboarding, employee relations, policy administration, performance cycles

**Talent Development:** Manager coaching, facilitation, career development, learning programs

**Program Management:** Workflow design, change communication, stakeholder coordination, reporting

**Technology:** HRIS, ATS, LMS, Microsoft 365, Google Workspace, survey and analytics platforms

PROFESSIONAL EXPERIENCE

Senior People Operations Partner | Northstar Client Services

Remote | 2022 to Present

- Support a 650-employee workforce across six states, advising managers on onboarding, employee relations, performance expectations, policy interpretation, and workforce planning.
- Redesigned the first 90 days of employment, increasing new hire satisfaction from 78 percent to 92 percent and reducing early turnover by 19 percent.
- Created a manager essentials series completed by 84 leaders, with post-program surveys showing a 27 percent increase in confidence handling feedback conversations.
- Partner with recruiting, payroll, legal, IT, and department leaders to coordinate employee lifecycle changes and maintain accurate, timely communication.
- Built a monthly people metrics dashboard that improved visibility into turnover, hiring progress, attendance trends, and completion of required training.

Talent Development Specialist | Harborline Health Services

Long Beach, CA | 2019 to 2022

- Designed and facilitated leadership, communication, and customer service programs for more than 400 employees across clinical and administrative teams.
- Converted instructor-led onboarding into a blended learning program that reduced delivery time by 25 percent without lowering completion or assessment scores.
- Launched a mentoring pilot that paired 36 emerging leaders with experienced managers and achieved 94 percent participant completion.

## EARLIER EXPERIENCE

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### Human Resources Coordinator | Summit Distribution Partners

Cerritos, CA | 2016 to 2019

- Coordinated recruiting, background screening, orientation, personnel records, benefits support, and employee communications for a 275-person operation.
- Improved onboarding document accuracy from 88 percent to 98 percent by introducing a clear checklist, owner assignments, and weekly audits.
- Responded to employee questions with empathy and consistency while escalating complex concerns to the appropriate HR partner.
- Supported annual enrollment, engagement surveys, recognition activities, and compliance training across day and night shifts.

## SELECTED PROJECTS

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- Employee Listening Program: Consolidated survey and focus group feedback into five leadership actions and a quarterly progress update.
- Career Pathway Framework: Defined skill expectations and development steps for three frontline job families.
- Manager Toolkit: Created conversation guides, templates, and checklists used across the organization for coaching and performance discussions.

## EDUCATION AND CREDENTIALS

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**Bachelor of Arts:** Business Administration, California Coast University

**Certifications:** SHRM Certified Professional, Professional in Human Resources

**Professional Development:** Change Management Foundations, Facilitation Skills, HR Analytics Essentials

## CORE STRENGTHS

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Employee Experience | Manager Coaching | Onboarding | Talent Development | Employee Relations | Change Communication | HR Operations | Process Improvement | Workforce Analytics