

STEPHANIE MCMAHON, ASSISTANT DIRECTOR, HR

~ Drives business growth and improves employee morale by implementing performance enhancement strategies ~

Human Resource Management ♦ Talent Revitalization ♦ Project Management

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- ♦ **Generates company and program growth:** Generated 150% growth for *World Wide Entertainment* Independent Wrestling Program and increased client base by 30% by implementing new HR policies.
- ♦ **Revitalizes stakeholder relationships:** Increased size of *World Wide Entertainment* Independent Wrestling Program by 150% and introduced a new “Day Wrestling Service” program after personally reestablishing ties with funding sources.
- ♦ **Improved employee morale:** Boosted employee satisfaction rates from 25% to 85% at *The Rock Enterprise* by gathering employee feedback, conducting regular training, and establishing performance targets.

Performance Management
Strategic Planning & Development
HR Policy Development & Execution

Conflict & Change Management
Stakeholder Relationship Management
Negotiation & Consultancy

Professional Ethics Integrity
Budget & Cost Management
Monitoring & Evaluation

PROFESSIONAL EXPERIENCE

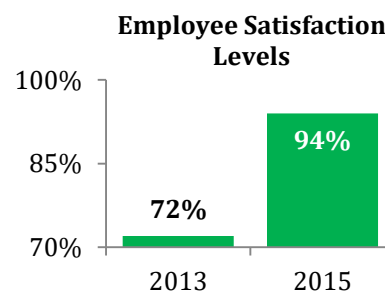
Regional Director at *World Wide Entertainment* 2013 – Present
Managed 50+ employees, 3 programs, and 2 services. Addressed all internal and external stakeholder concerns for the BBB area. Oversaw all HR functions by personally conducting New Hire Orientation.

Challenge: Implement new HR policies for a change-resistant tenured staff. Reverse hostile work environment to improve morale and service quality. Redeem lost revenue due to incomplete documentation. Raise overall standard of professionalism.

Strategy: Conducted performance evaluation to dismiss underperforming employees. Implemented regular employee training programs, manuals, and satisfaction surveys. Worked with employees to establish new targets and system of accountability. Gathered and used employee feedback to improve the New Hire Orientation program. Ensured fast response time and prompt documentation delivery by establishing an active channel of communication with funding sources. Attended funding source meetings, marketing events, and networking events. Reorganized programs by dividing clients into different zones and by assigning each zone to the closest employee.

Results:

- ♦ Increased total number of clients served by 30% while increasing employee satisfaction by 22 points.
- ♦ Redeemed \$240K in total in revenue while taking company off negative debt list.
- ♦ Reduced mileage expense from \$7K/month to under \$100/month
- ♦ Enabled growth by 150% for Independent Wrestling Program.



Awards:

- ♦ Received “Integrity Award” in 2015, a special value recognition award, from the CEO.
- ♦ Awarded “CEO Award” in 2015 for leading implementation of new “Day Wrestling Service Program.”
- ♦ Received quarterly “You Rock Award” in 2014 for demonstrating solid and strategic management.
- ♦ Won quarterly “Cha-Ching Award” in 2014 for generating significant amount of revenue.
- ♦ Won quarterly “Jumping through Hoops Award” in 2014 for tackling difficult organizational challenges.
- ♦ Won quarterly “Golden Slinky Award” in 2013 for demonstrating flexibility and assuming multiple roles.
- ♦ Awarded “Best HR Employee” in 2013 for proposing set of HR policies to turn around toxic work culture.

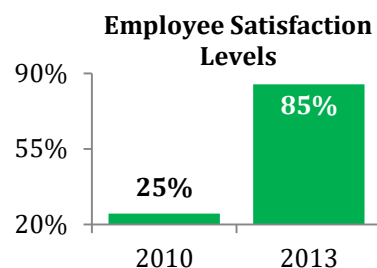
Unit Supervisor

at *The Rock Enterprise*

2010 - 2013

Supervised a team of 10 people in a residential treatment center. Worked with multiple stakeholders and teams to develop and implement individual treatment plans. Promoted from Team Leader to Unit Supervisor within a year.

- ♦ Improved employee satisfaction levels from 25% to 85% by implementing weekly meetings, team building sessions, and individual coaching. Used employee feedback to determine new individual performance targets.
- ♦ Reduced AWOL rate from 75% to 10%. Built rapport with clients by following up on commitments. Implemented incentive programs to improve client buy-in.
- ♦ Received "Best Cottage" award for several months in a row while turning around "Worst Cottage" image on campus.



Previous Experience:

- ♦ Attorney Representation Claims: Trained new employees on multiple billing programs and data entry software. Boasted 100% negotiation success rate. Promoted within a year from Claims Representative to Attorney Representation Claims. Negotiated with client to reduce a \$100K claim down to \$30K. Received letter of praise from client.
- ♦ Registered Process Server: Achieved 72-hour turnaround rate, beating industry average of 15-30 days, by developing a strategic method to approach clients, stakeholders, and competitors. Consistently recognized for providing superior customer service.
- ♦ Preschool Teacher: Achieved 85% transition rate after developing and implementing an age-appropriate and challenging curriculum. Promoted from Associate Teacher to Teacher within a year and offered promotion to Site Director.

EDUCATION

AM in Organizational Management

University of Jericho

2011

BSc in Business Management

Kurt Angle International

2006

PRESENTATIONS

- ♦ Presentation on Job Development, [Iowa], Apr, 2015. Co-Presented with the Career Development Officer at a leadership retreat for 75 people from middle management.
- ♦ Presentation on *Employment & Community* Options services provided, [Oregon, California, New York, New Jersey], 2013-2015. Presented at regional level (25-200+ attendance) to promote awareness of services offered for disabled adults.

RATIONALE

Challenge: Stephanie hired me to help her connect her meandering experiences as a teacher, claims representative, and process server, and present a holistic image of herself as an HR leader.

Action: In order to showcase her ability to tackle and overcome strategic issues, I combined two non-traditional formats -- the challenge, action, results, awards format, and the career summary format. By doing so, not only was I able to highlight her talent as for HR, I was able to shine the spotlight away from her other experience. Furthermore, I underscored her transferrable skills.

Result: Thanks to her new resume, Stephanie managed to transition into a VP HR position within 60 days.

Stephanie McMahon

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This is the draft Stephanie was previously using to apply for jobs.

EXECUTIVE SUMMARY

An experienced manager with excellent leadership skills with the ability to maintain work flow under pressure. My field of experience is diverse, I have had the opportunity to be self-employed and continue my success with an organization. My analytical and strategic planning skills along with my education will prove to be a contribution to your organization.

PROFESSIONAL EXPERIENCE

The Rock Enterprise

Unit Supervisor

June 2010 – Current

- Supervise a residential treatment center for adolescents with addiction, special needs and abuse pathology.
- Maintain a caseload of more than 14 children in public schools and group home placements.
- Train and supervise residential counselors and other supportive treatment team members.
- Establish and oversee administrative procedures to meet objectives set by company guidelines and senior management.
- Direct strategic ways to achieve and improve employee morale.
- Recruit and interview several applications per quarter.
- Track client movement on and off the unit by documenting times and destinations of clients.
- Quickly respond to crisis situations when several mental health and behavioral issues arise.
- Gather information from families and social service agencies to develop treatment plans.
- Document all patient information including service plans, treatment reports and progress notes.
- Collaborate closely with treatment team to appropriately coordinate client care services.
- Interact with clinical staff and external resources such as school or community personnel.
- Monitor patients prescribed psychotropic medications to assess the medications' effectiveness and side effects.
- Administer medication to patients presenting serious risk of danger to themselves and others.

Self Employed

Independent Contractor/Registered Process Server

April 2008 – July 2012

- Gathered and analyzed research data regarding statutes, decisions, legal articles and codes.
- Organized and maintained law libraries, documents and case files.
- Created repeat business by developing long-term relationships with regular customers.
- Worked closely with legal professionals to produce timely responses to summons and complaints.
- Consistently recognized by clients for providing superior customer service.
- Developed and maintained relationships to improve business.

Triple H Insurance

Claims Representative-Liability Adjuster

April 2006 – November 2008

- Provided efficient customer service to clients.
- Reviewed and explained insurance plans to patients to guarantee full understanding of payment policies and procedures.
- Trained new employees on multiple medical billing programs and data entry software.
- Verified and created claim numbers by communicating with various insurance companies.
- Maintained and prioritized daily tasks and projects including: call logs, appointments, travel, expense reports and general errands.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Consistent record of improving productivity, reducing costs, and resolving complex departmental issues.
- Resolved liability claims with thorough investigation and documentation.

The Undertaker Center

Pre-School Teacher

January 2001 – January 2006

- Developed program to work with students and increase interest in higher learning. Modified the general education curriculum for special-needs students based upon a variety of instructional techniques and technologies.
- Fostered meaningful relationships among students through field-trip retreats and team-work community service projects.
- Developed and taught lessons on relevant children's books, poems, movies and themes to promote student interest.
- Met with parents to resolve conflicting educational priorities and issues. Routinely met with students; parents regarding in-class issues and learning interruptions to discuss solutions.
- Managed team of five professionals.

EDUCATION

Masters of Arts Organizational Management, University of Jericho (2011)

Bachelor of Science in Business Management, Kurt Angle International (2006)

Associate of Science in Child Development, The Kane College (2005)

TRAININGS AND ACHIEVEMENTS

Therapeutic Crisis Intervention

CPR and First Aid Certified