

Connie Christianson

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Human Resources Specialist

Highly organized HR professional experienced in hiring, firing, training and motivating employees in a corporate setting. Extensive supervisory experience, with strong interpersonal, team-building and partnership-building skills.

Other Strengths and Abilities:

- * Staff recruiting, retention and mentoring
 - * Employee review process management
 - * Familiarity with ADA, COBRA, etc.
 - * Personnel file maintenance
 - * Composed under pressure/eye for detail
 - * Solid verbal and written communications
 - * Scheduling and payroll
 - * Background checks and drug screening
 - * Corporate audit preparation
 - * New hire and welcome packet creation
 - * Advanced experience in Microsoft Office
 - * Excellent time management/multitasking
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PROFESSIONAL WORK HISTORY

2003 – Present, Kohl's Department Store, Petaluma and San Rafael, CA

Operations Mgr./Human Resources Director, San Rafael Kohl's, 2009 to Present

- Earned promotion to Operations Manager and Human Resources Director of new store in San Rafael as a result of outstanding performance in previous position
- Oversaw hiring for over 160 new employees and conducted bulk of interviews
- Hired and trained the employee who signed up the most new store credit card holders (over 700 sign-ups in 2010)
- Trains, recruits, supervises, evaluates, coaches and mentors up to 100 employees
- Facilitates and monitors managerial meetings and brainstorming sessions to improve sales and create innovative solutions to problems
- Oversees regular employee meetings and meets with store associates individually to improve productivity and ensure high morale
- Monitors and coordinates delivery schedules
- Composes employee schedules and creates store budget
- Maintains store files to ensure compliance with state and federal laws
- Served as liaison with contractors and vendors during store's construction
- Ensures employees follow best Kohl's best practices and meet attendance goals
- Led store to #1 ranking within Kohl's Northern California territory (13 stores) for new credit card sign-ups

Children's Footwear and Home Dept. Manager, Petaluma Kohl's, 2003 to 2009

- Served as a liaison with contractors and vendors during store's construction
- Achieved low rate of employee turnover through motivational expertise
- Supervised and directly responsible for up to 25 employees
- Created merchandizing displays to maximize product visibility
- Hired, fired and scheduled employees
- Provided consistent, courteous customer service

Assistant Manager, Petaluma Kohl's, 2003

- Promoted to Children's Footwear and Home Department Manager from Soft Lines Area Supervisor after six weeks for outstanding performance

2000 – 2003, Marin Outdoors, San Rafael, Napa and Santa Rosa, CA

Customer Service Trainer

- Collaborated with vendors to ensure thorough understanding of products' benefits
- Trained employees on proper use of products' benefits and uses to maximize sales
- Provided customer service by working the sales floor
- Dispatched to various store locations as needed to ensure smooth operations

1996 – 1999, Paul Mitchell Academy, Seattle, WA

General Manger

- Recruited students for well-known beauty school
- Created a recruiting program in partnership with area salons, resulting in free course instruction from salon teachers and job placement for students
- Initiated and implemented a variety of marketing strategies, resulting in 30% growth of enrollment over three years
- Oversaw school's books to ensure eligibility for student funding

EDUCATION

- Santa Rosa Computer School, Santa Rosa, CA – Completed 9-month program in Microsoft WORD, Excel, PowerPoint and Outlook
- Humboldt State University, Humboldt, CA – Bachelor's of Science in Business