

RICK HANSEN

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PROFILE

Organized, pro-active and resourceful human resources professional with 10 years' experience building cross-functional teams, hiring top performers, administering training programs and maximizing employee potential. Expertise includes:

- ✓ Applicant Screening & Testing
- ✓ Specialized Workshops & Training
- ✓ Staff Management & Reward Systems
- ✓ Regulatory Affairs Compliance
- ✓ Candidate Interviewing & Selection
- ✓ Employee Counseling & Development
- ✓ Problem Solving & Productivity Improvement
- ✓ Job Analysis, Description & Classification

EDUCATION

SAINT XAVIER UNIVERSITY, Chicago, Illinois

MBA – Marketing	3.71 GPA	12/2006
BA – Business Administration	Cum Laude	5/2004

EXPERIENCE

HARVARD OAKS ENTERPRISES, Chicago, Illinois

12/2001 to Present

Senior Consultant

- Provide daily resume writing, career development activities and specialized workshops to assist clients at all levels with achieving their career goals.
- Research, monitor and analyze trends in jobseeker strategies; design and build multi-layered campaigns featuring customized written tools and networking programs for each client to compete in a rapidly changing marketplace.
- Deliver customized career strategies for clients regarding job search campaigns, interviews, salary negotiation, labor laws, job offer decisions and interpersonal relations.
- Conduct workshops and seminars on resume writing, online job hunting and other topics at colleges, churches, village halls and job fairs throughout the Chicagoland area.

Highlights:

- ➔ Selected to screen, interview and train new consultants for several regional vacancies, including the company's flagship office.
- ➔ Represented the company at numerous job fairs, providing job search advice and resume critiques for candidates at all levels.

STAFFING RESOURCES, INC., Matteson, Illinois

10/1999 to 9/2001

Placement Consultant

- Interviewed applicants for clerical and light industrial positions with attention to employment gaps, hidden skills, motivation and applicant needs.
- Placed a high percentage of successful applicants via in-depth job analysis, client needs assessment and diligent follow-through on all aspects of job performance.

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Placement Consultant *...continued*

- Maintained low staff turnover through candidate pre-screening, assessment and follow-up as well as job analysis to ensure safe, suitable and compliant work environments.
- Developed case-by-case job descriptions and classifications, including wage level, required skill sets and specific job responsibilities to ensure accurate placements.
- Coordinated computer-assisted training courses to enhance Microsoft Office and typing skills for clerical personnel as well as math and order entry skills for other employees.
- Administered drug tests, provided employee orientations and handled discipline issues.
- Wrote customized recruitment postings for newspaper advertisements.

Highlights:

- ➔ Completed ASA Employment Law Accreditation Course: developed familiarity with Equal Employment Opportunity (EEO), sexual harassment, employee grievance programs and fair hiring practices.
- ➔ Selected for several key account assignments, such as recruiting events, orientations and staff supervision at Sears Logistics and World's Finest Chocolate.
- ➔ Launched a follow-up campaign for older clients to re-assess needs, resulting in many account re-activations; initiative was implemented company-wide.

AMC/LOEWS THEATERS, Hillside, Illinois

4/1997 to 6/1999

TIVOLI/CLASSIC CINEMAS, Park Forest, Illinois

7/1996 to 4/1997

Manager

- Coordinated new employee recruitment, interviewing, selection, orientation, training, scheduling, supervision and performance evaluation.
- Developed and implemented new OSHA compliance program, on-the-job training program and performance reward/recognition systems.
- Forecasted/planned manpower, allocated staff resources, processed weekly timesheets, composed activity reports and submitted employee payroll reports.
- Planned monthly meetings and developed motivational strategies to improve staff participation and long-term information retention.
- Maintained detailed records of employee-related events, training, disciplinary action and promotions while providing hands-on supervision of daily theater operations.

Highlights:

- ➔ Built and managed a world class team of cashiers, ushers and projectionists with low levels of staff turnover and high levels of unsupervised performance.
- ➔ Selected for a projectionist train-the-trainer event at the region's flagship location; selected key personnel and launched training initiative upon return.
- ➔ Maintained 100% uninterrupted showtimes during projectionist union labor negotiations.

PC/Mac, Windows, Word, Excel, Mariner, Pagemaker