

# JAMES BANNER

## HR MANAGER

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### EXECUTIVE SUMMARY

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- HR professional with over 14 years of experience in performing full spectrum of HR functions across the FMCG and IT industries.
- Successfully managed learning and development projects worth up to 100K USD to meet growing organisational needs and foster high-performance culture.
- Proven track record in acquiring and retaining talent for fast growing startup; grew company from 12 to 80 employees, meeting all hiring roadmap targets and overseeing office relocation from small residential basement to 3-storey building in the CBD.
- Strong expertise in building and transforming organisations and driving business change. Reduced employee turnover rate from 7% to 0.6% through proactive performance management, employee engagement, training needs analysis, and career roadmap planning with key individuals.

### AREAS OF EXPERTISE

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|----------------------------|---------------------------|
| ➤ HR Policies & Procedures | ➤ Hiring & Recruitment    |
| ➤ Talent Management        | ➤ Benefits & Compensation |
| ➤ Staff Development        | ➤ Payroll & Accounting    |
| ➤ Performance Management   | ➤ Audit & Finding         |

### PROFESSIONAL EXPERIENCE

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#### HR & ADMIN MANAGER

Jun 2012 – Present

Coca-Cola, U.S.

- Lead team of 4 HR and admin officers to manage full spectrum of human resource management and office administrative functions.

#### Organisational Development

- ❖ Manage employees' compensation and benefits program. Establish industry benchmarking on salaries to advocate competitive wages for employee retention. Organise non-monetary benefits to staff, such as company events and annual strategy workshops.
- ❖ Handle employee training programs worth up to 100K USD to establish high-performance culture. Conduct Training Need Analysis from annual appraisal exercises to identify and address gaps in employees' competency skills and source for suitable training programs to meet needs accordingly.

#### Staff Administration

- ❖ Oversee entire hiring and recruitment process, including sourcing, interviews, and working with recruitment agencies.
- ❖ Liaise with government sectors to manage expatriates employment, including visa application, work and dependent passes, inbound and repatriation processes, tenancy, contracts, benefits, and relocation.

### Significant Achievements

- Planned and implemented HR processes which significantly reduced staff turnover from 7% down to 0.6%, resulting in cost savings of 30% for recruitment, onboarding, and training of new hires.
- Led revamp of Performance Management (PM) system resulting 100% completion of annual 360-degree review exercises within allotted timelines given by senior management.
- Conceptualised and implemented company-wide coaching strategy for team leads. Developed programs aimed at improving management of staff and increasing productivity of teams.

### **SENIOR HR SPECIALIST**

Apr 2008 - May 2012

Samsung, U.S.

- Performed HR duties related to employee management, hiring and recruitment, payroll, and training and development. Managed payroll for 120+ employees on bi-monthly basis.
- Developed and implemented benefit programs for employees, including training and development, health and insurance plans, and annual company events.

### Significant Achievements

- Successfully reduced employee turnover by 5% annually for 3 consecutive years through proactive performance management and employee engagement programs.
- Acquired Best Officer of the Year Award in 2009. Promoted to Sr. HR Specialist due to excellent performance.

### **HR EXECUTIVE**

Jan 2006 - Mar 2008

Techpreneur Pte Ltd., U.S.

- Performed full spectrum of HR functions for start-up IT company, including recruitment, training & retention planning, and payroll processing.

### Significant Achievement

- Played pivotal role in growing company from 12 personnel to over 80 employees. Single-handedly led office relocation from small residential basement to 3-storey building in the city.

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## **EDUCATION**

### **Postgraduate Diploma in HR and Talent Management**

U.S. Human Resource Institute, 2010

### **Bachelor of Arts (English)**

University of London, 2004

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## **AWARDS & CERTIFICATIONS**

Payroll Tax Computation & Changes, 2010

Certificate in Drawing up HR Policy and Employee Handbook, 2008

Certificate in Effective Human Resource Management, 2006