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## SUMMARY

Experienced Human Resource professional with recruiting experience focused on securing skilled talent and implementing retention strategies to increase productivity. Recognized for possessing strong organizational, communication and analytical skills to resolve issues, build collaborative partnerships and devise solutions while working with multiple levels of management.

### AREAS OF EXPERTISE:

Employee Relations	Conflict Resolution	Talent Acquisition
Contract Negotiation	Multiple Unit Support	HRIS Administration
Employee Development	Integrity and Relationship Building	Budget Management
Strategic Planning	Exempt & Non-Exempt Recruiting	Employee Retention

### PROFESSIONAL EXPERIENCE

#### **HUMAN RESOURCE CONSULTANT**

April 07 – Present

##### Recruiter- Client Services

- Managing multiple clients and contracts to ensure employment practices and policies.
- Providing consulting expertise to various clients for recruitment of exempt level candidates.
- Training managers on motivational interviewing and hiring skills.
- Utilizing full life cycle metrics to establish qualified candidates and streamline the hiring process.
- Providing quality, front-line customer service to clients by building collaborative partnerships.

#### **PORTFOLIO RECOVERY ASSOCIATES, Hampton, VA**

December 05-April 07

(Financial services call center of outsourced receivables management and related services)

##### Corporate Recruiter-Permanent

- Performed all staffing functions, inclusive of recruiting, screening, interviewing and hiring.
- Conducted structured behavioral interviews for new talent acquisition and Account Representative Positions.
- Developed and facilitated job fairs, public presentations and multimedia advertising.
- Decreased turnover rate 30% by implementing a mentorship program between managers and new hires.
- Advised management and provided guidance on effective employee relation strategies and behavioral issues.

#### **ECOLAB, KAY CHEMICAL, Greensboro, NC**

April 05-December 05

(Global leader in producing cleaning and sanitizing products for food safety)

##### Corporate Recruiter -Consultant

- Partnered with hiring managers through the entire lifecycle process to fulfill specialized requirements. (achieved the fill-ratio goal in 50% of the time allowed)
- Managed and processed staffing requirements across multi-plant locations and the corporate site.
- Negotiated contract arrangements with third party recruiting agencies to maintain the established budget and ensure adherence to company policies and procedures.
- Created a weekly, recruitment tracking spread sheet for the department's retention measurements and outcomes.
- Managed key projects by engaging the staff and guiding the process of identifying and selecting qualified candidates.

#### **UNITED HEALTHCARE, Greensboro, NC**

July 03-April 05

(Corporation specializing in technology and service systems for healthcare)

##### Recruiter

- Provided guidance and coordinated the selection process with hiring managers to provide continuity of services for new hire training classes (24 classes annually with a maximum of 30 new hire employees).
- Conducted and scored on average 16 behavioral interviews daily for structured talent acquisition.
- Managed new hire orientation program prior to training to ensure employee compliance with company policies.
- Organized and directed job fairs to increase visibility and community awareness of employment opportunities (candidate flow increased by 20%-25%).
- Managed candidate data tracking system and forecasted future hiring needs.

## SANDY DUCK

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**SOUTHERN TECHNICAL**, High Point, NC March 01- July 03  
 (Corporation which develops client relationships and satisfies their professional staffing needs)

**Sr. Recruiter/Account Manager**

- Secured and expanded new business requisitions to increase company's client base through strategic planning by 40%.
- Planned and coordinated job fairs to attract skilled, technical professionals.
- Trained office personnel on payroll administration and processing for hourly consultants.
- Promoted the company's image through various marketing measures.
- Staffed technical requisitions to aid clients across the Piedmont Triad for direct hire positions.

**TEKSYSTEMS** (A Division of Aerotek), Chesapeake, VA August 97-March 01  
 (Corporation specializing in qualified technology professionals for placement for major corporations)

**Sr. Technical Recruiter**

- Recruited, interviewed and hired technical consultants to fill requisitions throughout the Hampton Roads area.
- Managed multiple key clients and filled requisitions within the established time-to-fill ratio.
- Trained junior recruiters and assisted in supervising weekly assessments and staff meetings with recruiters and account managers to maximize the efficiency and effectiveness of recruitment strategies and processes.
- Performed HR generalist duties, inclusive of discussing benefits with new hires, administering 401(k) plans, compensation structures, mediation, conflict resolution and negotiating contracts and benefits.
- Developed and implemented incentive programs to decrease employee retention.

**HOUSEHOLD CREDIT SERVICES**, Chesapeake, VA June 94- August 97  
 (Corporate services for Bank Card providers and administer customer service calls)

**Rotating Team Manager/Sr. Credit Representative**

- Managed and coached a team of eight collections representatives to improve performance measures and the efficiency of daily office operations.
- Conducted monthly performance evaluations, quarterly pay increases and recommendations for employee promotions and incentives.
- Developed new job descriptions to attract diverse candidates and administered new hire orientation to increase the understanding of and adherence to company policies and procedures.

### **EDUCATION**

B.A., Sociology, Virginia Wesleyan College, Virginia Beach, VA

### **TECHNICAL SKILLS**

MS Office (Word, Excel); online commercial and non-commercial job boards; Proprietary-web-based HRIS tools; and behavioral assessment applications.

### **PROFESSIONAL AFFILIATIONS**

Human Resource Management Association of Greensboro (HRMAG)  
 Society for Human Resource Management (SHRM)