

NANCY LIU

1234 Chaste Drive • Morganville, New Jersey 07751

Phone: 732-555-5555 Email: Nancy@Sample.com

HUMAN RESOURCES AND TRAINING PROFESSIONAL

Executive/Leadership Coaching | Organizational Effectiveness | HR Initiatives

Flexible service-oriented human resources professional with over 20 years' experience in employee relations, training program design, facilitation, and executive coaching. Utilize respectful and skillful communication to enhance diverse work cultures and inspire collaboration. Experienced in coaching, counseling, and designing performance development plans to enhance communication skills and leadership qualities of students, valued employees, high potentials, and future leaders. Seasoned facilitator who engages learners and creates an inspiring and motivating learning climate. Proven success in gaining support and commitment from colleagues, creating systems for accountability of behavior, and realistic action plans for future growth.

Recognized expertise in:

- Needs Assessment
- Instructional Design
- Group Facilitation
- Training/Development
- Performance Management
- Coaching/Mentoring
- Communication Skills
- Leadership Development
- Employee Relations
- Diversity
- Team Building
- Team Motivation/Leadership

Computer skills: Proficient in Microsoft Word, Outlook, PowerPoint, Excel.

EXECUTIVE PERFORMANCE

RESEARCH, DESIGN, AND FACILITATION

Accomplished at achieving objectives through comprehensive assessments of organizational/employee needs, creating training and development initiatives to align with corporate priorities, and facilitating customized workshops to engage and inspire participants.

Key Accomplishments:

- Designed and facilitated team-building retreats. Inspire participants by fostering appreciation of differences and recognition of how said differences work in tandem to form a productive team.
- Created an interactive secretarial team-building program, empowering newly formed secretarial teams to establish guidelines for working collaboratively.
- Spearheaded and conducted “*Change Management*” training for 900 employees. Fostered constructive communication within and amongst departments, minimized resistance, and refocused efforts towards overcoming challenges and seizing new opportunities.

HR GENERALIST RESPONSIBILITIES

Adept at balancing the company's best interests with the employees' needs to achieve business goals.

Key Accomplishments:

- Conducted employee relations meetings with managers and staff; formal performance discussions, disciplinary action warnings and terminations of employment.
- Provided oversight of mediation and conflict resolution by communicating expectations, conveying consequences, and implementing appropriate action plans to achieve expected results.
- Redesigned “New Employee Orientation” program, ensuring uniformed and inviting first day of employment. Presented motivational and engaging new-hire materials designed to jump-start the employment process.

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EXECUTIVE PERFORMANCE CONTINUED...

LEADERSHIP

Recognized as a strong coach and mentor with entrepreneurial vision and a proven ability to recognize opportunities, formulate a cohesive team, and take pro-active measures to accomplish given goals.

Key Accomplishments:

- Launched consulting business providing exceptional professional development training, human resources consulting, and executive coaching services targeting mid/large-sized businesses.

EMPLOYEE DEVELOPMENT

Provide leadership coaching and guidance for clients to identify personal goals, establish leadership development plans and create action methods to achieve them.

Key Accomplishments:

- Coached selected managers as they transitioned into leadership roles.
- Designed and facilitated customized coaching programs within corporate curriculums to accelerate the managerial learning process.
- Facilitate training programs for non-management and management staff including Customer Service, Myers-Briggs, DiSC, Team Building, Intergenerational Communication, Coaching for Commitment, The Leadership Challenge, Situational Leadership, Changing Roles and Opportunities, Appreciating Diversity, Emotional Intelligence, Conducting Performance Evaluations, Giving and Receiving Feedback.

CAREER HISTORY

LEXUS CONSULTING GROUP, LLC , Fairview, NJ <i>Managing Director/Executive Coach</i>	1997-Present
COSMAIR , New York, NY <i>Manager of Training</i>	1988-1997
<i>Employee Relations Representative and Training Supervisor</i>	1993-1997
<i>Training Coordinator</i>	1991-1993
	1988-1991

EDUCATION, TRAINING AND CERTIFICATIONS

Master of Science, Industrial/Organizational Psychology, **New York College**, New York, NY

Bachelor of Arts, Psychology, **State University of New York at Binghamton**, Binghamton, NY

Diploma in Human Resources Management, **New York University**, New York, NY

Professional Certifications:

Emotional Intelligence (EQI Bar-on), Multi-Health Systems (MHS)

Myers-Briggs Type Indicator (MBTI), Consulting Psychologist Press (CPP)

DiSC Training, Resources Unlimited

Social Styles, Tracom Company

Memberships:

American Society of Training and Development (ASTD) ▪ Society of Human Resources Management (SHRM)