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**DANIEL J. ANDRADE, PHR**  
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**HUMAN RESOURCES: RECRUITING, TRAINING & DEVELOPMENT...ADMINISTRATION**

**==== Professional Profile ====**

**Offering: Fresh perspective and insight in areas of human resources that translates to any business, industrial, or not-for-profit setting that requires dynamic leadership, team building, and support skills. PHR certified along with in 'Train the Trainer' Certification and skilled in Word, Excel, and PowerPoint.**

**==== Career Accomplishment Summaries ====**

- **RECRUITING: Diverse and long term experience** plays critical role in finding “just the right match. **Recognized** for screening and interviewing as many as **50 candidates per day** for predominately, management and associate positions. In addition to networking and direct recruiting, utilized recruiting sources such as classifieds, job fairs, vo-technical schools, and Internet. **Mastered** fine points of employment regulations for **20** states. **Achieved** high retention rates through interviewing skills, employee development programs, and open door policy
- **TRAINING & DEVELOPMENT: Headed and/ or oversaw training and development programs during career** that directly impacted all levels of personnel including sales, marketing, product design and quality control, performance, morale and profitability. **Utilized various instructional and** training protocols that met corporate goals and employees' needs. **Conducted background checks** of potential hires; and investigated internal employee and grievances issues. **Opened new training centers**, trained and evaluated recruiters and trainers, redesigned and updated training materials and manuals. **Partnered with department heads** to assess existing Programs' effectiveness, identify new training needs and plan training schedules.
- **STATE, FEDERAL, AND CORPORATE COMPLIANCE:** Ensures compliance with local, state and federal laws, particularly those relating to employment including, but not limited to FLSA, FMLA, HIPPA, Workers Compensation, COBRA, ADA, and Title V11. Recently entrusted with benefits administration, Dale Rogers.
- **MANAGEMENT & ADMINISTRATION: Experience encompasses general management functions**, business start-ups accountability for profitability, and including, commercial site selection and purchase; human resource function of recruitment, hiring, training, marketing, financial auditing, and on-going business success. **Examples of success:**
  - **Directing operations** at local, district, and divisional levels within retail, franchise, and financial environments
  - **Overseeing entities** that generated more than **\$6M in annual sales**
  - **Developing and implementing marketing programs** that drove sales, exceeding all corporate projections.
  - **Multi- site management**, orchestrating operational functions and personnel information management for as many as **46 corporate stores**
  - **Negotiating business transactions, selling and opening 35 new** franchise stores within 2 years
  - **Auditing total business operations** including monthly financial records, and personnel files, ensuring compliance to federal, state, and corporate guidelines

**==== Professional Human Resource Experience ====**

**AMERICAN PRECIOUS METALS EXCHANGE, OKLAHOMA CITY, OKLAHOMA** **2011 - 2011**

**Senior Human Resources Generalist:** Created and implemented new systems to increase efficiency and ensure compliance standards are attained. **Results include, but not limited to:**

- ⇒ **Developed** systems for due diligence, orientation for new hires, terminations, EEO reporting and storage of personnel records
- ⇒ **Revised** performance review process which included training department managers how to write and present performance review
- ⇒ **Implemented** safety committee which included weekly safety meetings
- ⇒ **Assisted** in hiring 50+ people in 3 months
- ⇒ **Conducted** benefit and open enrollment meetings

**DALE ROGERS TRAINING CENTER, OKLAHOMA CITY, OKLAHOMA** **January 2008 to April 2011**

**Human Resources Coordinator/Benefits Administrator:** As member of Administrative Management Team, provides strategic human resources support to managers including recruitment, transfers, promotions, terminations, training and legal compliance. Working directly with the Executive Director, analyze and make recommendations based on changes, legal requirements, and policies and procedures. **Results include, but not limited to the following areas:**

**General Accountabilities**

- ⇒ **Managed** the employee relations and complaint resolution process and ensures legal compliance
- ⇒ **Advised** Administration regarding policy development and compliance issues
- ⇒ **Oversaw** the mid-year coaching and end of year evaluation process
- ⇒ **Maintained** legal compliance relative to AAP, FMLA, OSHA, W/C, EAP
- ⇒ **Accounted for** Agency funding source requirements for training and personnel record compliance, in conjunction with departmental heads
- ⇒ **Entrusted** with greater responsibility as Benefits Administrator based on performance

**Personnel Responsibilities**

- ⇒ **Developed** Department goals, objectives, and systems and evaluates results in relation to established goals
- ⇒ **Recommended** to supervisor new departmental approaches, systems, and procedures to improve efficiency and services performed
- ⇒ **Updated** job description development annually with supervisor
- ⇒ **Evaluated and recommended** efficient systems for tracking and maintenance of employment data, as well as improvement of the overall operation and effectiveness of the department
- ⇒ **Oversaw** the development and advancement of the agency's recruitment efforts and chairs the Hiring Committee meetings
- ⇒ **Wrote** administrative level advertisements and monitor placement for maximum cost efficiency
- ⇒ **Conducted** terminations and/or exit interviews with specific staff upon request
- ⇒ **Developed and implemented** retention programs as requested by supervisor

**Employee Relations**

- ⇒ **Provided** advice and assistance to managers on employee relations issues, including the understanding and application of company policies and procedures.
- ⇒ **Worked** with the training team to recommend and conducting training and development for managers and employees.
- ⇒ **Ensured** human resources compliance in corporate office and external locations.

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- ⇒ **Advised** and participates in terminations and employee coaching sessions.
- ⇒ **Primary contact** for over 300 employees that have benefit questions and issues.
- ⇒ **Assisted** with special projects as needed.

**Investigations & Claims**

- ⇒ **Conducted** investigations, legal research and report findings in writing and/or by verbal presentation
- ⇒ **Managed** unemployment claim disputes at initial and appeal levels, including unemployment hearings, and participates in mediation process

**Training & Development**

- ⇒ **Met** with training team to develop and conduct training sessions specifically related to human resources, policy changes, and supervisory related topics
- ⇒ **Conducted** training on specialized topics as requested such as, Sexual Harassment Issues

**ASEDA, NORMAN, OKLAHOMA**

**2006 – 2007**

**Area Manager/ General Manager: Operational management** over retail entities of the Absentee Shawnee Economic Development Authority that **generated \$6M** in annual sales including, management, personnel, training, quality control, purchasing, inventory, and customer service. Immediately set about analyzing operational, personnel, and financial procedures and alerted tribal board of necessary changes for profit turnaround. **Results include, but not limited to:**

- ⇒ **Eliminated** inventory excess, reducing inventory from **\$250K to \$140K**
- ⇒ **Trained** personnel in operational and customer service procedures that improved profitability, employee morale and service at each site
- ⇒ **Implemented** new purchasing philosophy that expedited profit turnaround
- ⇒ **Conducted** market research and developed a strategic plan for new stores, exploiting financial opportunities in new market areas

**TEXACO, OKLAHOMA CITY, OKLAHOMA**

**1995 to 2001**

**Recruiter/Trainer: Recruited** for wide range of positions from entry level through management, and provided training and development opportunities for approximately **1,000 personnel in 5 states**

**Results include, but not limited to:**

- ⇒ **Opened** a new training center in 2 large northern cities from locating commercial sites and negotiating real estate contract, through recruiting, hiring, and training management personnel, to grand openings.
- ⇒ **Developed** training programs based on identified needs and conducted training sessions for all personnel including managers and front line associates
- ⇒ **Provided** on-going, follow-up training and support

**== Education & Specialized Training ==**

**University of Oklahoma, Norman, Oklahoma, Business Administration Degree, Management  
Certified Professional in Human Resources (PHR) 2009**

**Continual HR & Self Development Related Continuing Educational Seminars  
“Train the Trainer” Certification**