

CAREER CHANGER* RESUME CHEAT SHEET

Quick Tweaks to Increase Your Interview Rate

STEPHANIE MCMAHON

951.284.5404 - stephanie@careertuners.com - Corona, CA - [linkedin.com/in/Stephanie](https://www.linkedin.com/in/Stephanie) - Open to Relocation

~ Drives business growth and improves employee morale by implementing performance enhancement strategies ~

Human Resource Management ♦ Talent Revitalization ♦ Project Management

Generates company and program growth: Generated 150% growth for *World Wide Entertainment* Independent Wrestling Program and increased client base by 30% by implementing new HR policies.

- ♦ **Revitalizes stakeholder relationships:** Increased size of *World Wide Entertainment* Independent Wrestling Program by 150% and introduced a new "Day Wrestling Service" program after personally reestablishing ties with funding sources.
- ♦ **Improves employee morale:** Boosted employee satisfaction rates from 25% to 85% at *The Rock Enterprise* by gathering employee feedback, conducting regular training, and establishing performance targets.

Performance Management
Strategic Planning & Development
HR Policy Development & Execution

Conflict & Change Management
Stakeholder Relationship Management
Negotiation & Consultancy

Professional Ethics Integrity
Budget & Cost Management
Monitoring & Evaluation

PROFESSIONAL EXPERIENCE

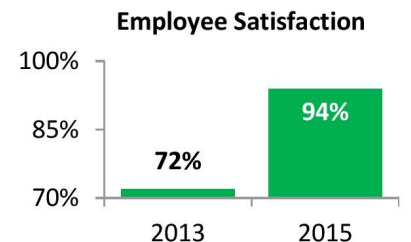
World Wide Entertainment (Globally Broadcasted Television Channel), Regional Director (Corona, CA) 08/2013 – Present

Challenge: Implement new HR policies while managing 50+ cross-functional teams at a leading programming company. Manage 50+ employees, 3 programs, and 2 services while reporting to CEO. Oversee all HR functions. Implement new HR policies for a change-resistant tenured staff. Reverse hostile work environment to improve service quality. Redeem lost revenue.

Strategy: Conducted performance evaluation to dismiss underperformers. Implemented employee training programs, manuals, and satisfaction surveys. Established new targets and system of accountability. Gathered and used employee feedback to improve the New Hire Orientation program. Reorganized programs by dividing clients into different zones.

Results:

- ♦ Increased clients served by 30% while increasing employee satisfaction by 22 points.
- ♦ Redeemed \$240K in total in revenue while taking company off negative debt list.
- ♦ Reduced mileage expense from \$7K/month to under \$100/month
- ♦ Awarded "Best HR Employee" in 2013 for turning around toxic work culture.



The Rock Enterprise, Unit Supervisor (San Jose, CA) 09/2010 – 08/2013

Led a team of 10 for medical services delivery at a residential treatment center. Reported progress regularly to Area Manager.

- ♦ Improved employee satisfaction levels from 25% to 85% by implementing weekly meetings, team building sessions, and individual coaching. Used employee feedback to determine new individual performance targets.
- ♦ Reduced AWOL rate from 75% to 10%. Implemented incentive programs to improve client buy-in.
- ♦ Received "Best Cottage" award for several months in a row while turning around "Worst Cottage" image on campus.

Previous Experience:

- ♦ Registered Process Server: Achieved 72-hour turnaround rate, beating industry average. Used a new method to approach clients. Consistently recognized for providing superior customer service.
- ♦ Site Director: Achieved 85% transition rate after developing and implementing an age-appropriate and challenging curriculum. Promoted from Associate Teacher to Teacher within a year and offered promotion to Site Director.

EDUCATION

BS in Business Management, Kurt Angle International

2006

In your resume, do not...

- Use vague self-descriptors like "problem-solver."
- Lie.
- Be redundant.
- Use a "self-centered" objective.
- Write large blocks of text or long, convoluted sentences.
- Make grammatical mistakes.
- Do not cut off your earlier career experience.
- Use graphs, multiple fonts, tables, columns, or the header section of Microsoft Word unless you're 100% certain your resume will not be uploaded to an Applicant Tracking System.
- Write your career objective.
- Forget to bring a couple copies of your resume with you to interviews.

Need resume help?

Visit us at CareerTuners.com.

Powerful & "Unselfish" Branding Statement

Key Transferrable Skills

Major & Relevant Strengths

Follow each strength up with proof to create a results-focused summary.

Skills Table

Easy-to-edit skills table makes tailoring resumes for different job listings effortless.

This includes keywords, which are important for ranking in Applicant Tracking Systems and job boards like Monster and LinkedIn.

Result-Focused Bullets with Measurable Accomplishments

Include **only** accomplishments that are relevant to your new career direction.

Industry-Specific Language & Transferable Skills

Highlight your transferrable soft skills.

* Non-traditional candidates like career changers typically do not perform well in online job applications.

If you are changing careers, pair your resume with a strong networking strategy.

This resume utilizes graphs and color.

Therefore, it is unsuitable for online applications. Pair your colorful resume with a simpler, plain-text version to use

Positive Change: Use either percentages or before-and-after statements to show the positive changes you have created.