

Larry Hawkins

605 Taylor Trail, Murphy, Texas 75094

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Professional Summary

Multifaceted, highly motivated and skilled Business Operations Manager, offering an exceptional ability to work under high pressure, complimented by excellent people skills and a proven ability to significantly enhance the bottom line

Work Experience

Business Operations Manager

2015 to present

- Manages administrative support functions in areas of purchasing, warehousing, asset management and procurement card transactions department deadlines and compliance with department policies and procedures
- Ensure record support functions in areas of records management, central files, records disposition, correspondence and open records requests meet department deadlines and compliance with department policies and procedures
- Coordinates staff development activities with human resources and district/division management to help staff develop and learn required skills/competencies necessary to grow in their position and advance careers
- Advise organization on dealing with employee's problems and doubts in responsible manner that assures equal opportunity to all employees
- Evaluated and resolved conflicts and addressed internal and external business problems, building customer confidence by actively listening to concerns and giving appropriate feedback

Human Resources Manager

2009-2015

- Resolved conflicts, handled complaints, and settled disputes among employees and supervisors in a timely, neutral manner. Used individual judgement and relevant information to decide whether processes and events complied with company standards and regulations. Developed constructive relationships with others through an open-door policy.
- Provided guidance on policies and procedures to harmonize responses to complainants and ensure appropriate investigation and resolution of grievances
- Monitored and handled all employee claims, and represented the department in claims, hearings, grievance and appeals
- Ensured that all benefit program administration tasks were smooth-running
- Enhanced staff knowledge and awareness on drug abuse and prevention programs and managed random monthly drug testing for over 500 employees

Human Resources Specialist

2007- 2009

- Developed and implemented the elements of the Engineer in Training Job Rotation Program and Monitored program for 7 directors and 81 Engineer Assistance
- Responsible for all aspects of Substance Control Officer program including initial employment, post-employment, follow-up, random testing, return-to-work and reasonable cause testing and initial physicals
- Managed and documented Administrative License Revocation Law and Drivers Responsibility Law violations

Safety Officer

2006-2007

- Developed and executed actions for maintaining all safety records for 1100 district employees
- Worked with Occupational Safety Division, Human Resource Division and 10 county offices to ensure the timely flow of documentation to and from Safety Office
- Established and maintained productive working relationships with staff to resolve operational difficulties and to promote interdisciplinary, collaborative approach to customer service provision
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance

Education and Training

Bachelor of Science in Criminal Justice

1985

University of Central Oklahoma

Master of Public Administration/Organizational Management

1989

Golden Gate University

Bachelor of Technical Management/Health Services Management

2012

DeVry University

Graduated with Honors

Conflict Management Specialist Program

Introduction to Mediation

Advance Mediation

Conflict Dynamics

2013

El Centro College

Skills

- Personable demeanor that helps employees seeking advice or assistance feel welcome and encouraged to discuss their grievances.
- Familiar with many programs needed to run a successful HR office, such as Microsoft Word and Excel.
- Excellent scheduling skills that ensure all appointments are met and that they are efficient so that issues are resolved as quickly as possible.
- Detail-oriented personality that guarantees all files are organized correctly and that laws and regulations are complied with.
- The ability to recognize when employees are disgruntled and offer solutions that encourage harmony and productivity within a workplace.

Licenses

- **Texas, Kansas and Oklahoma Health and Life License**
- **Texas and Oklahoma Securities License**