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| **­­­**  **JOHN SMOTH**  11104 E 40th Street Savannah, GA 310401 • 116-149-4161 • [john.smoth@gmail.com](mailto:john.smoth@gmail.com) • linkedin.com/in/john-smoth.123 |  |

**MULTI-DISCIPLINARY HUMAN RESOURCES PROFESSIONAL**

Accomplished and innovative leader with extensive experience aligning organizational talent, operational and technical training, recruitment, Employee and Labor Relations, risk mitigation, life-cycle contract management, program and policy development and advanced specification and program compliance. Skilled in managing and synchronizing diverse and cross-function teams, throughout multiple disciplines. Strong ability to incorporate and streamline process improvement and innovative customer specific modifications, to include unique value-added solutions. **Areas of Expertise:**

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| * Change Management * Strategic Planning * Continuous Process Improvement * Regulatory Compliance | * Life-Cycle Management * Talent Acquisition * Organizational Development * Performance Management * Negotiations | * Talent Development * Key Note Speaker * Safety & Security Training * Curriculum Development * E-Learning Design |

# PROFESSIONAL EXPERIENCE

**Financial Planner, Registered Representative** | City Financial Group | 2018 - Present

Provide investment services through Americas Investment Corporation. Act as a trusted advisor through preparation and delivery of advice to clients within the context of the Financial Planner’s knowledge and training. Ensure adherence to company standards of client care, meetings, referrals and retention. Demonstrate flexibility, versatility and ability to manage multiple priorities and tight deadlines. Prospect for clients through referrals and warm marketing techniques.

* Maintain a book of loyal clients while on active duty service. Averaged 98% retention rate.
* Deliver financial planning support that results in increased referrals and high client retention.

**Human Resources Manager** | U.S. Army National Guard (Active and Reserve Status) | 2019 – Present

Supervises a specialized administrative team, overseeing production and outreach operations for all personnel actions, to include records, awards, payroll inquiries and promotions for 1,500 personnel. Directs quality control of personnel files, including employee training and certification. Manages life-cycle manning, slating, timeline recommendations and identifies award recognition, promotion and dismissal.

* Overhauls and manages weekly updates of human resource metrics; streamline multi-departmental analytics, medical statuses and organizational readiness.
* Implements, commissions and conducts continuous process optimization, evaluating organizational and customer throughput and regulatory compliance.

**Human Resource Specialist** | U.S. Navy | 2015 - 2018

Directly supervised the development, training and welfare of 20 administrative professionals; managed multi-human resources functions for 1,000+ employees across multiple locations. Provided operational support and counsel to facilitate efficient processing of awards, promotions, evaluations and staffing operations.

* Successfully developed and implemented quality assurance measures and business practices to effectively increase functional efficiency and customer service.
* Coordinated human resources activities, to include personnel accounting, database management, and finances transactions, and postal operations.

**Access Specialist** | Allegiant Healthcare | 2008 – 2010

Oversaw customer relations, schedule deconfliction and management and resource capability alignment, while cross-coordinating with schedules for 12 primary care centers and 30+ specialty clinics. Managed 24/7 crises response, conflict resolutions, communication and quality assurance, supporting 300 personnel.

* + Utilized 3 technical communication platforms to analyze customer eligibility, messaging, prescriptions and scheduling.