

JORDAN MICHAELS

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Career Focus:

HUMAN RESOURCE MANAGEMENT

Excellence in:

Business Partner Relationships, Recognizing Employee Talent and Performance Management

- Multitalented visionary leader with a vast array of career accomplishments. Well-versed in all areas of Human Resources from administration and generalist duties to implementing and managing strategic processes that create organizational effectiveness.
- Highly organized with the ability to handle multiple priorities in a matrix organization. Utilize a service/customer-oriented approach with strong interpersonal and communication skills.
- A champion of a culture that fosters diversity of thought, innovation and inclusion of all employees.

KEY COMPETENCIES

Recruiting, Hiring & Retention | Training & Development | Performance Management
New-Hire Orientation & Onboarding | Benefits & Compensation | Strategic Planning Budget
Management | HR Policies & Legal Compliance | Employee Relations

HIGHLIGHTS OF CAREER EXPERIENCE

All State Insurance Companies: 2006 – Present

Human Resources Administration/Recruiting

- On-boarded as a Human Resources Generalist managing day-to-day HR operations, administration of policies and procedures during All State's fast growth in claims.
- Developed robust relationships with HR business partners through collaboration.
- Implemented targeted recruiting strategies to address hiring needs. Focused on labor market conditions and organizational goals.
- Coached hiring managers on the talent selection process, steered negotiations and closed offers for employment.
- Instrumental in identifying top talent and matching suitable candidates for recruiters.

Workforce Development, Training & Coaching

- Currently guide a team of 11 direct reports in the Enterprise Shared Services division.
- Played a key role in the advancement of 25% of the workforce being promoted.
- Turned around three underperformers to meeting and exceeding expectations through constant coaching, guidance and teamwork.
- Led 75% of the team to complete Excellence in Operations Management certificates.
- Designed an alternative work arrangement program for the entire Claims department to ensure adequate coverage while maintaining labor costs.
- Slashed the department budget by two and a half percent by collaborating with supervisor peers to identify unnecessary spending, excessive labor costs, employee performance, merits and job grades. Delivered reports to HR director as well.

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Supervisory/Customer Service

- Currently lead a team of supervisors who oversee reps for complex claims and customer care center claims. Includes property, bodily injury claims and suits.
- Oversaw 35 Contact Center Representatives (remotely) for a busy call center division.
- Implemented department policies and significantly improved underperforming areas.
- Assisted in piloting and implementing a nationwide metrics platform, resulting in more real time metrics to address customer and service issues immediately.

CHRONOLOGY OF EMPLOYMENT HISTORY**All State Insurance Companies**

Shared Services Quality Supervisor	2015 – Present
Contact Center Supervisor	2012 – 2015
Claims Representative	2009 – 2012
Human Resources Generalist	2006 – 2009

EDUCATION

Bachelor of Business Administration: 2012
State University of New York (SUNY)

CERTIFICATIONS

Human Resources Management Certificate
Organizational Leadership

PROFESSIONAL MEMBERSHIP ORGANIZATION

Society for Human Resource Management: SHRM