

# CATHERINE JUNTUNEN

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## Summary

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Human Resource Generalist who is an expert communicator and negotiator with an extensive background in recruitment, retention, mediation and records management.

## Experience

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**Human Resource Manager** Feb 1998 to Mar 2001

**American Medical Response - Aurora, Colorado**

- High volume multi- site/state recruitment, training, employee relations, compensation administration, investigations, labor relations, performance improvement, job description development, exit interviews etc.
- Recruited, screened, interviewed, preformed background checks and hired employees on a national level.
- Recruited EMS professionals, IT professionals, national call center employees, management and administrative employees.
- Developed Affirmative Action plans and assure compliance through detailed Affirmative Action tracking and EEO-1 reporting.
- Developed creative, cost-effective recruitment and retention strategies.
- Addressed inquires from employees and management regarding new-hire activity and ongoing employee relation issues.
- Advised top management on appropriate employee corrective actions.
- Created and modified job descriptions within all departments.
- Worked with HR advisers and HR representatives on establishing consistent hiring practices.
- Certified DDI Training Facilitator: Harassment/Workplace Violence, Affirmative Action, Compensation Administration, Competency Based Interviewing, Facilitation Improved Performance, Conflict Resolution, Helping Others Adapt to Change, Core Skills for Building Development and Valuing Differences.

**Owner / operator** Mar 1996 to Feb 1998

**You've Got It Maid - Marietta, GA**

- Created a successful independent small business.
- Implemented marketing and oversaw customer service.

**Recruiter/ Staffing Coordinator** May 1994 to Mar 1996

**Stivers Temporary Personnel - Evanston, Illinois**

- Developed sources of qualified applicants through extensive networking and recruiting techniques.
- Screened candidates, administered skill evaluations, interviewed, background checks and employee orientations.

**Staffing Coordinator** Mar 1992 to May 1994

**Concerned Care - Skokie, Illinois**

- Developed monthly patient/RN staffing schedules for home health care patients.
- Facilitated monthly meetings to develop strategies that would positively influence workplace relationships.

## Education

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**Bachelor of Arts, Communications**  
University of Wisconsin - Madison